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TRICARE Inpatient Satisfaction Survey
Survey Results of Hospital Inpatients in Air Force
Military Treatment Facilities (MTFs):
July – September 2008

Final Report

Prepared for

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TRICARE Inpatient Satisfaction Survey (TRISS): Air Force

The TRICARE Inpatient Satisfaction Survey (TRISS) reports on inpatient experiences of adults who receive medical, surgical, and obstetrics services from the military health system's (MHS's) 63 direct care (DC) military treatment facilities (MTFs) and through the MHS civilian network of providers also known as purchased care (PC) arrangements. This report summarizes survey results from a sample of inpatients discharged between July 1, 2008, and September 30, 2008. The survey sample consisted of 41,254 TRICARE inpatients of whom 27,167 received care from a MTF and 14,087 from a civilian facility that is part of the MHS network of providers. There were 16,440 medical service patients, 11,453 surgical patients, and 13,361 obstetrics patients surveyed. Of the total number sampled, 175 beneficiaries were either deceased or did not receive care from the sample facility. Of the remaining 41,079 cases, 14,889 responded to the survey, for an overall response rate of 36.2%. For the Air Force MTFs, 4,582 received a survey and 1,666 responded. The response rate for the Air Force was 36.4%. Details on the full survey methodology are presented in *Appendix A: Survey Methodology and Data Collection Results*.

The MHS survey results were compared to the results from the 2008 Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey of civilian hospitals. HCAHPS is an integrated set of tested and standardized survey questionnaires and reporting formats used to collect and report meaningful and reliable inpatient satisfaction information. HCAHPS results are a national benchmark for civilian hospitals. The HCAHPS benchmark represents the results of three product lines (medical, surgical, and obstetrics) combined. Statistical comparisons between the MHS and the HCAHPS benchmark were conducted for only similar combined product instances, such as DC vs. HCAHPS or Service vs. HCAHPS. Specific product lines (e.g. medical, surgical, and obstetrics) were not compared to the HCAHPS benchmark. Note that results presented as whole numbers were rounded using the Microsoft Excel rounding function.

Key Findings for Air Force Military Treatment Facilities

There are two questions that are generally accepted as key indicators of satisfaction;(1) Using any number from 0 to 10, where 0 is the worst hospital possible and 10 is the best hospital possible, what number would you use to rate this hospital during your stay? and (2) Would you recommend this hospital to your friends and family?

- **Overall Hospital Rating.** Beneficiaries who received care at Air Force MTFs were **significantly less likely** than HCAHPS civilian respondents to rate their hospital a 9 or 10 (58.8 % vs. 64.9%, $p<.05$).
- **Willingness to Recommend Hospital.** Beneficiaries who received care at Air Force MTFs were **significantly less likely** than HCAHPS civilian respondents to be definitely willing to recommend their hospital to family and friends (59.1% vs. 69.9%, $p<.05$).

How to Read the DoD TRISS Report

TRICARE Inpatient Satisfaction Survey, Mail Survey of July-September 2008 Inpatients—Air Force

Current reporting period

Domain: Communication with Nurses

Survey question and associated domain

How often did nurses treat you with courtesy and respect?

| | Percent Most Positive Response | | | |
|--|--------------------------------|---------|----------|-----------|
| | Overall | Medical | Surgical | Obstetric |
| HCAHPS Civilian Benchmark 2008 | 70% | 70% | 70% | 70% |
| Overall—MHS 2008 | 70% | 70% | 70% | 70% |
| Overall—MHS 2007 | 70% | 70% | 70% | 70% |
| Overall—MHS 2006 | 70% | 70% | 70% | 70% |
| Air Force, Overall | 70% | 70% | 70% | 70% |
| 1st Medical Group—Langley | | | | |
| 2008 | 70% | 70% | 70% | 70% |
| 2007 | 70% | 70% | 70% | 70% |
| 3rd Medical Group—Elmendorf | | | | |
| 2008 | 70% | 70% | 70% | 70% |
| 2007 | 70% | 70% | 70% | 70% |
| 10th Medical Group—USAF Academy CO | | | | |
| 2008 | 70% | 70% | 70% | 70% |
| 2007 | 70% | 70% | 70% | 70% |
| 31st Medical Group—Aviano | | | | |
| 2008 | 70% | 70% | 70% | 70% |
| 2007 | 70% | 70% | 70% | 70% |
| 35th Medical Group—Misawa | | | | |
| 2008 | 70% | 70% | 70% | 70% |
| 2007 | 70% | 70% | 70% | 70% |
| 48th Medical Group—Lakenheath | | | | |
| 2008 | 70% | 70% | 70% | 70% |
| 2007 | 70% | 70% | 70% | 70% |
| 51st Medical Group—Osan AB | | | | |
| 2008 | 70% | 70% | 70% | 70% |
| 2007 | 70% | 70% | 70% | 70% |
| 52nd Medical Group—Spangdahlem | | | | |
| 2008 | 70% | 70% | 70% | 70% |
| 2007 | 70% | 70% | 70% | 70% |
| 59th Med Wing—Lackland | | | | |
| 2008 | 70% | 70% | 70% | 70% |
| 2007 | 70% | 70% | 70% | 70% |
| 60th Medical Group—Travis | | | | |
| 2008 | 70% | 70% | 70% | 70% |
| 2007 | 70% | 70% | 70% | 70% |
| 74th Medical Group—Wright-Patterson | | | | |
| 2008 | 70% | 70% | 70% | 70% |
| 2007 | 70% | 70% | 70% | 70% |
| 81st Medical Group—Keesler | | | | |
| 2008 | 70% | 70% | 70% | 70% |
| 2007 | 70% | 70% | 70% | 70% |

All numbers in the table represent most positive responses. Higher scores represent more positive experiences with care.

Arrow represents statistically significant differences, at the 95% confidence level, from the 2006 HCAHPS civilian score. Your MHS score is: higher ↑ or lower ↓ than the HCAHPS benchmark.

For HCAHPS questions and composites, we provide 2008 civilian benchmark data. Statistical tests were conducted to evaluate differences between 2008 HCAHPS civilian results and MHS 2008 results. Significant differences are shown with arrows. Because civilian benchmark data are not available for DoD questions or composites, statistical analysis for DoD questions and composites compared 2008 MTF results with military service results overall for 2008.

For each MTF, 2007 TRISS results are also provided for visual analysis of trends. Because the 8 Trust questions were included in the TRISS for the first time in 2008, MTF trend data are not available for the Trust questions.

Overall MHS 2006 and 2007 TRISS results are provided for visual analysis of trends. Because the 8 Trust questions were included in the TRISS for the first time in 2008, MHS trend data are not available for the Trust questions.

**Air Force Report:
Overall Satisfaction Questions**

Overall Satisfaction: Rating of Hospital

Using any number from 0 to 10, where 0 is the worst hospital possible and 10 is the best hospital possible, what number would you use to rate this hospital during your stay?

| | Percent Most Positive Response | | | |
|--|--------------------------------|--------------|--------------|--------------|
| | Overall | Medical | Surgical | Obstetric |
| HCAHPS Civilian Benchmark 2008 | 64.9% | | | |
| Overall—MHS 2008 | 56.0% | 60.0% | 64.1% | 44.5% |
| Overall—MHS 2007 | 53.8% | 58.1% | 61.7% | 42.3% |
| Overall—MHS 2006 | 51.5% | 55.6% | 56.7% | 41.4% |
| Air Force, Overall | 58.8% ↓ | 68.1% | 68.2% | 45.8% |
| 1st Medical Group—Langley | | | | |
| 2008 | 32.5%* ↓ | N/A | N/A | 27.5%* |
| 2007 | 34.0%* | N/A | 59.3%** | 27.3%* |
| 3rd Medical Group—Elmendorf | | | | |
| 2008 | 64.3% | 64.1%** | 85.5%* | 52.3%* |
| 2007 | 66.1% | 70.1%* | 72.6%* | 57.5%* |
| 10th Medical Group—USAF Academy CO | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 74.2%* | 70.5%* | 78.8%* | N/A |
| 31st Medical Group—Aviano | | | | |
| 2008 | 75.8%** | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 35th Medical Group—Misawa | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 48th Medical Group—Lakenheath | | | | |
| 2008 | 43.6%** ↓ | N/A | N/A | 18.8%** |
| 2007 | 52.6%* | N/A | N/A | 49.1%** |
| 51st Medical Group—Osan AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 52nd Medical Group—Spangdahlem | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 59th Med Wing—Lackland | | | | |
| 2008 | 59.9% | 69.7% | 60.9% | 46.9%* |
| 2007 | 53.2% | 62.6% | 52.9% | 39.2% |
| 60th Medical Group—Travis | | | | |
| 2008 | 70.3% | 79.9% | 77.4%* | 48.9%* |
| 2007 | 64.1% | 72.7% | 72.8%* | 37.2%* |
| 74th Medical Group—Wright-Patterson | | | | |
| 2008 | 63.3% | 63.7% | 70.6%* | 55.5%* |
| 2007 | 71.4% | 75.5% | 73.5%* | 63.7%* |
| 81st Medical Group—Keesler | | | | |
| 2008 | 62.7% | 69.0%* | 75.6%** | 43.6%** |
| 2007 | 63.2% | 73.0%* | 68.8%** | 46.3%** |

(continued)

Overall Satisfaction: Rating of Hospital

Using any number from 0 to 10, where 0 is the worst hospital possible and 10 is the best hospital possible, what number would you use to rate this hospital during your stay?
(continued)

| | Percent Most Positive Response | | | |
|---|--------------------------------|---------|----------|-----------|
| | Overall | Medical | Surgical | Obstetric |
| 89th Medical Group—Andrews | | | | |
| 2008 | 52.2%* | N/A | N/A | 34.8%** |
| 2007 | 60.2%* | 57.6%** | 74.4%** | 46.6%** |
| 96th Medical Group—Eglin | | | | |
| 2008 | 58.9% | 78.7%* | 55.5%* | 48.7%* |
| 2007 | 59.3% | 52.7%* | 83.5%* | 51.2%* |
| 99th Medical Group—O'Callaghan Hospital | | | | |
| 2008 | 52.1% ↓ | 52.4%* | 48.9%** | 52.7%* |
| 2007 | 63.8%* | 61.6%* | 66.4%** | 65.1%** |
| 366th Medical Group—Mountain Home | | | | |
| 2008 | 65.2%** | N/A | N/A | N/A |
| 2007 | 57.1%** | N/A | N/A | 53.3%** |
| 374th Medical Group—Yokota AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 375th Medical Group—Scott | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the 2008 HCAHPS civilian score. Your MHS score is: higher ↑ or lower ↓ than the HCAHPS benchmark.

Overall Satisfaction: Willingness to Recommend

Would you recommend this hospital to your friends and family?

| | Percent Most Positive Response | | | |
|---------------------------------------|--------------------------------|--------------|--------------|--------------|
| | Overall | Medical | Surgical | Obstetric |
| HCAHPS Civilian Benchmark 2008 | 69.9% | | | |
| Overall—MHS 2008 | 59.7% | 62.4% | 68.1% | 49.4% |
| Overall—MHS 2007 | 57.1% | 61.9% | 63.6% | 46.1% |
| Overall—MHS 2006 | 57.1% | 61.1% | 63.2% | 46.3% |
| Air Force, Overall | 59.1% ↓ | 68.9% | 69.1% | 45.3% |
| 1st Medical Group—Langley | | | | |
| 2008 | 34.3%* ↓ | N/A | N/A | 26.1%* |
| 2007 | 32.9%* | N/A | 46.8%** | 29.5%* |
| 3rd Medical Group—Elmendorf | | | | |
| 2008 | 69.4% | 81.0%** | 87.1%* | 55.5%* |
| 2007 | 60.2% | 70.5%* | 55.9%* | 54.5%* |
| 10th Medical Group—USAF Academy CO | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | 72.6%* | 62.8%* | 84.6%* | N/A |
| 31st Medical Group—Aviano | | | | |
| 2008 | 68.6%** | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 35th Medical Group—Misawa | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 48th Medical Group—Lakenheath | | | | |
| 2008 | 54.1%** | N/A | N/A | 36.6%** |
| 2007 | 48.9%* | N/A | N/A | 52.8%** |
| 51st Medical Group—Osan AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 52nd Medical Group—Spangdahlem | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 59th Med Wing—Lackland | | | | |
| 2008 | 61.3% ↓ | 69.8% | 65.1% | 48.1%* |
| 2007 | 58.0% | 68.1% | 53.8% | 45.3% |
| 60th Medical Group—Travis | | | | |
| 2008 | 67.9% | 74.8% | 75.6%* | 50.0%* |
| 2007 | 64.7% | 73.6% | 68.5%* | 43.4%* |
| 74th Medical Group—Wright-Patterson | | | | |
| 2008 | 63.4% | 64.2% | 68.7%* | 56.9%* |
| 2007 | 70.5% | 68.8% | 72.8%* | 70.4%* |
| 81st Medical Group—Keesler | | | | |
| 2008 | 64.3% | 66.6%* | 95.7%** | 39.8%** |
| 2007 | 60.8% | 69.4%* | 63.9%** | 46.3%** |

(continued)

Overall Satisfaction: Willingness to Recommend

Would you recommend this hospital to your friends and family? (continued)

| | Percent Most Positive Response | | | |
|--|--------------------------------|---------|----------|-----------|
| | Overall | Medical | Surgical | Obstetric |
| 89th Medical Group—Andrews | | | | |
| 2008 | 55.1%* | N/A | N/A | 29.2%** |
| 2007 | 54.5%* | 42.0%** | 63.0%** | 56.0%** |
| 96th Medical Group—Eglin | | | | |
| 2008 | 51.3% ↓ | 72.5%* | 46.1%* | 41.5%* |
| 2007 | 52.7% | 60.6%* | 68.1%* | 40.1%* |
| 99th Medical Group—O'Callaghan Hospital | | | | |
| 2008 | 52.8% ↓ | 49.0%* | 72.9%** | 51.6%* |
| 2007 | 60.3%* | 70.4%* | 67.9%** | 48.3%** |
| 366th Medical Group—Mountain Home | | | | |
| 2008 | 20.2%** ↓ | N/A | N/A | N/A |
| 2007 | 71.2%** | N/A | N/A | N/A |
| 374th Medical Group—Yokota AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 375th Medical Group—Scott | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the 2008 HCAHPS civilian score. Your MHS score is: higher ↑ or lower ↓ than the HCAHPS benchmark.

Air Force Report:
HCAHPS Composites and Questions

Composite: Communication with Nurses

This composite combines responses from three questions regarding how often nurses communicated well with patients.

| | Percent Most Positive Response | | | |
|--|--------------------------------|--------------|--------------|--------------|
| | Overall | Medical | Surgical | Obstetric |
| HCAHPS Civilian Benchmark 2008 | 74.1% | | | |
| Overall—MHS 2008 | 69.0% | 70.2% | 74.1% | 63.1% |
| Overall—MHS 2007 | 66.5% | 69.1% | 70.0% | 60.4% |
| Overall—MHS 2006 | 65.0% | 70.0% | 68.0% | 59.0% |
| Air Force, Overall | 72.1% | 79.9% | 73.7% | 64.3% |
| 1st Medical Group—Langley | | | | |
| 2008 | 68.7%* | N/A | 79.4%** | 67.0%* |
| 2007 | 63.7%* | N/A | 73.8%** | 60.8%* |
| 3rd Medical Group—Elmendorf | | | | |
| 2008 | 73.7% | 86.2%** | 84.2%* | 63.4%* |
| 2007 | 78.8% | 78.4%* | 91.9%* | 69.1%* |
| 10th Medical Group—USAF Academy CO | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 84.2%* | 77.9%* | 91.9%* | N/A |
| 31st Medical Group—Aviano | | | | |
| 2008 | 88.3%** ↑ | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 35th Medical Group—Misawa | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 76.6%** | N/A | N/A | N/A |
| 48th Medical Group—Lakenheath | | | | |
| 2008 | 66.4%* | N/A | N/A | 50.0%** |
| 2007 | 67.3%* | N/A | N/A | 61.0%** |
| 51st Medical Group—Osan AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 52nd Medical Group—Spangdahlem | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 59th Med Wing—Lackland | | | | |
| 2008 | 64.1% ↓ | 75.4% | 58.2% | 53.7% |
| 2007 | 63.8% | 68.5% | 66.4% | 54.8% |
| 60th Medical Group—Travis | | | | |
| 2008 | 78.1% | 87.8% | 78.0%* | 62.6%* |
| 2007 | 76.9% | 80.5% | 78.5%* | 67.9%* |
| 74th Medical Group—Wright-Patterson | | | | |
| 2008 | 81.1% ↑ | 85.9% | 75.7%* | 79.0%* |
| 2007 | 78.3% | 72.9% | 81.1%* | 82.8%* |
| 81st Medical Group—Keesler | | | | |
| 2008 | 78.1% | 84.1%* | 92.1%** | 58.2%** |
| 2007 | 77.2% | 83.4%* | 81.9%** | 65.4%** |

(continued)

Composite: Communication with Nurses (continued)

This composite combines responses from three questions regarding how often nurses communicated well with patients.

| | Percent Most Positive Response | | | |
|--|--------------------------------|---------|----------|-----------|
| | Overall | Medical | Surgical | Obstetric |
| 89th Medical Group—Andrews | | | | |
| 2008 | 70.9%* | N/A | N/A | 65.5%** |
| 2007 | 79.8%* | 84.3%** | 78.5%** | 77.3%** |
| 96th Medical Group—Eglin | | | | |
| 2008 | 72.0% | 87.0%* | 66.2%* | 65.5%* |
| 2007 | 70.8% | 78.4%* | 84.1%* | 59.3%* |
| 99th Medical Group—O’Callaghan Hospital | | | | |
| 2008 | 70.8% | 70.7%* | 65.7%** | 72.6%* |
| 2007 | 80.5%* | 80.2%* | 72.4%** | 83.4%** |
| 366th Medical Group—Mountain Home | | | | |
| 2008 | 89.2%** ↑ | N/A | N/A | N/A |
| 2007 | 71.8%** | N/A | N/A | 66.8%** |
| 374th Medical Group—Yokota AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 47.3%** | N/A | N/A | N/A |
| 375th Medical Group—Scott | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the 2008 HCAHPS civilian score. Your MHS score is: higher ↑ or lower ↓ than the HCAHPS benchmark.

Composite: Communication with Nurses

How often did nurses treat you with courtesy and respect?

| | Percent Most Positive Response | | | |
|---------------------------------------|--------------------------------|--------------|--------------|--------------|
| | Overall | Medical | Surgical | Obstetric |
| HCAHPS Civilian Benchmark 2008 | 81.5% | | | |
| Overall—MHS 2008 | 75.6% | 78.7% | 80.3% | 67.9% |
| Overall—MHS 2007 | 73.2% | 77.5% | 76.8% | 65.0% |
| Overall—MHS 2006 | 72.5% | 76.7% | 74.9% | 64.9% |
| Air Force, Overall | 77.0% ↓ | 85.5% | 78.1% | 68.7% |
| 1st Medical Group—Langley | | | | |
| 2008 | 70.9%* | N/A | 80.7%** | 67.2%* |
| 2007 | 65.9%* | N/A | 78.4%** | 62.0%* |
| 3rd Medical Group—Elmendorf | | | | |
| 2008 | 80.8% | 94.3%** | 87.8%* | 72.1%* |
| 2007 | 84.6% | 89.9%* | 91.3%* | 74.5%* |
| 10th Medical Group—USAF Academy CO | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | 93.7%* | 90.1%* | 98.3%* | N/A |
| 31st Medical Group—Aviano | | | | |
| 2008 | 81.9%** | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 35th Medical Group—Misawa | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 94.0%** | N/A | N/A | N/A |
| 48th Medical Group—Lakenheath | | | | |
| 2008 | 77.6%** | N/A | N/A | 60.8%** |
| 2007 | 67.6%* | N/A | N/A | 60.6%** |
| 51st Medical Group—Osan AB | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 52nd Medical Group—Spangdahlem | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 59th Med Wing—Lackland | | | | |
| 2008 | 65.9% ↓ | 74.3% | 63.4% | 56.7% |
| 2007 | 70.1% | 73.4% | 73.9% | 62.5% |
| 60th Medical Group—Travis | | | | |
| 2008 | 84.0% | 92.8% | 82.6%* | 70.6%* |
| 2007 | 83.5% | 89.0% | 84.4%* | 71.9%* |
| 74th Medical Group—Wright-Patterson | | | | |
| 2008 | 87.2% | 93.3% | 77.4%* | 87.6%* |
| 2007 | 85.4% | 79.4% | 91.6%* | 87.3%* |
| 81st Medical Group—Keesler | | | | |
| 2008 | 90.1% ↑ | 95.9%* | 95.6%** | 75.0%** |
| 2007 | 83.1% | 89.2%* | 84.9%** | 72.4%** |

(continued)

Composite: Communication with Nurses

How often did nurses treat you with courtesy and respect? (continued)

| | Percent Most Positive Response | | | |
|--|--------------------------------|---------|----------|-----------|
| | Overall | Medical | Surgical | Obstetric |
| 89th Medical Group—Andrews | | | | |
| 2008 | 74.7%* | N/A | N/A | 73.9%** |
| 2007 | 86.4%* | 96.6%** | 88.8%** | 75.1%** |
| 96th Medical Group—Eglin | | | | |
| 2008 | 75.4% | 90.4%* | 72.8%* | 67.6%* |
| 2007 | 72.1% | 80.4%* | 81.0%* | 62.4%* |
| 99th Medical Group—O'Callaghan Hospital | | | | |
| 2008 | 80.7% | 85.0%* | 75.5%** | 76.1%* |
| 2007 | 84.6%* | 84.1%* | 77.9%** | 87.1%** |
| 366th Medical Group—Mountain Home | | | | |
| 2008 | 90.0%** | N/A | N/A | N/A |
| 2007 | 74.0%** | N/A | N/A | 67.6%** |
| 374th Medical Group—Yokota AB | | | | |
| 2008 | N/A ↓ | N/A | N/A | N/A |
| 2007 | 57.6%** | N/A | N/A | N/A |
| 375th Medical Group—Scott | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the 2008 HCAHPS civilian score. Your MHS score is: higher ↑ or lower ↓ than the HCAHPS benchmark.

Composite: Communication with Nurses

How often did nurses listen carefully to you?

| | Percent Most Positive Response | | | |
|---------------------------------------|--------------------------------|--------------|--------------|--------------|
| | Overall | Medical | Surgical | Obstetric |
| HCAHPS Civilian Benchmark 2008 | 70.6% | | | |
| Overall—MHS 2008 | 63.1% | 64.8% | 69.2% | 55.9% |
| Overall—MHS 2007 | 60.6% | 64.2% | 64.6% | 52.9% |
| Overall—MHS 2006 | 59.7% | 63.2% | 62.7% | 52.4% |
| Air Force, Overall | 66.6% ↓ | 73.9% | 70.6% | 58.0% |
| 1st Medical Group—Langley | | | | |
| 2008 | 63.4%* | N/A | 80.7%** | 62.9%* |
| 2007 | 61.1%* | N/A | 73.2%** | 58.6%* |
| 3rd Medical Group—Elmendorf | | | | |
| 2008 | 70.7% | 86.8%** | 80.6%* | 59.3%* |
| 2007 | 75.4% | 73.4%* | 93.5%* | 63.2%* |
| 10th Medical Group—USAF Academy CO | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 82.8%* | 79.8%* | 86.5%* | N/A |
| 31st Medical Group—Aviano | | | | |
| 2008 | 88.5%** ↑ | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 35th Medical Group—Misawa | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 70.8%** | N/A | N/A | N/A |
| 48th Medical Group—Lakenheath | | | | |
| 2008 | 61.6%** | N/A | N/A | 53.4%** |
| 2007 | 56.0%* | N/A | N/A | 44.8%** |
| 51st Medical Group—Osan AB | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 52nd Medical Group—Spangdahlem | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 59th Med Wing—Lackland | | | | |
| 2008 | 57.9% ↓ | 70.9% | 55.3% | 43.0% |
| 2007 | 57.5% | 62.8% | 61.9% | 46.3% |
| 60th Medical Group—Travis | | | | |
| 2008 | 71.8% | 83.1% | 74.1%* | 51.8%* |
| 2007 | 73.0% | 79.1% | 76.2%* | 57.1%* |
| 74th Medical Group—Wright-Patterson | | | | |
| 2008 | 76.2% | 82.1% | 71.6%* | 71.6%* |
| 2007 | 71.2% | 65.7% | 73.6%* | 76.3%* |
| 81st Medical Group—Keesler | | | | |
| 2008 | 65.3% | 76.3%* | 89.5%** | 30.6%** |
| 2007 | 74.1% | 82.5%* | 84.9%** | 56.2%** |

(continued)

Composite: Communication with Nurses

How often did nurses listen carefully to you? (continued)

| | Percent Most Positive Response | | | |
|---|--------------------------------|---------|----------|-----------|
| | Overall | Medical | Surgical | Obstetric |
| 89th Medical Group—Andrews | | | | |
| 2008 | 68.1%* | N/A | N/A | 64.1%** |
| 2007 | 80.6%* | 96.7%** | 71.4%** | 76.6%** |
| 96th Medical Group—Eglin | | | | |
| 2008 | 67.6% | 86.5%* | 57.6%* | 60.7%* |
| 2007 | 64.9% | 75.9%* | 81.8%* | 49.5%* |
| 99th Medical Group—O'Callaghan Hospital | | | | |
| 2008 | 65.5% | 60.4%* | 68.8%** | 72.3%* |
| 2007 | 78.9%* | 84.1%* | 72.3%** | 75.6%** |
| 366th Medical Group—Mountain Home | | | | |
| 2008 | 86.4%** | N/A | N/A | N/A |
| 2007 | 68.1%** | N/A | N/A | 66.5%** |
| 374th Medical Group—Yokota AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 43.9%** | N/A | N/A | N/A |
| 375th Medical Group—Scott | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the 2008 HCAHPS civilian score. Your MHS score is: higher ↑ or lower ↓ than the HCAHPS benchmark.

Composite: Communication with Nurses

How often did nurses explain things in a way you could understand?

| | Percent Most Positive Response | | | |
|---------------------------------------|--------------------------------|--------------|--------------|--------------|
| | Overall | Medical | Surgical | Obstetric |
| HCAHPS Civilian Benchmark 2008 | 70.2% | | | |
| Overall—MHS 2008 | 68.2% | 67.1% | 72.8% | 65.5% |
| Overall—MHS 2007 | 65.6% | 65.7% | 68.4% | 63.2% |
| Overall—MHS 2006 | 64.4% | 65.0% | 66.2% | 62.1% |
| Air Force, Overall | 72.7% | 80.2% | 72.5% | 66.2% |
| 1st Medical Group—Langley | | | | |
| 2008 | 71.8%* | N/A | 76.9%** | 70.8%* |
| 2007 | 64.0%* | N/A | 69.9%** | 61.9%* |
| 3rd Medical Group—Elmendorf | | | | |
| 2008 | 69.7% | 77.4%** | 84.2%* | 58.8%* |
| 2007 | 76.5% | 71.8%* | 91.0%* | 69.6%* |
| 10th Medical Group—USAF Academy CO | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 76.0%* | 63.9%* | 91.0%* | N/A |
| 31st Medical Group—Aviano | | | | |
| 2008 | 94.5%** ↑ | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 35th Medical Group—Misawa | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | 64.8%** | N/A | N/A | N/A |
| 48th Medical Group—Lakenheath | | | | |
| 2008 | 59.9%* | N/A | N/A | 35.7%** |
| 2007 | 78.4%* | N/A | N/A | 77.7%** |
| 51st Medical Group—Osan AB | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 52nd Medical Group—Spangdahlem | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 59th Med Wing—Lackland | | | | |
| 2008 | 68.6% | 80.9% | 56.0% | 61.4% |
| 2007 | 63.7% | 69.2% | 63.5% | 55.7% |
| 60th Medical Group—Travis | | | | |
| 2008 | 78.4% ↑ | 87.4% | 77.4%* | 65.3%* |
| 2007 | 74.2% | 73.4% | 75.0%* | 74.5%* |
| 74th Medical Group—Wright-Patterson | | | | |
| 2008 | 79.9% ↑ | 82.5% | 77.9%* | 77.8%* |
| 2007 | 78.2% | 73.6% | 78.2%* | 84.8%* |
| 81st Medical Group—Keesler | | | | |
| 2008 | 79.1% | 80.2%* | 91.3%** | 69.1%** |
| 2007 | 74.5% | 78.4%* | 75.8%** | 67.7%** |

(continued)

Composite: Communication with Nurses

How often did nurses explain things in a way you could understand? (continued)

| | Percent Most Positive Response | | | |
|---|--------------------------------|---------|----------|-----------|
| | Overall | Medical | Surgical | Obstetric |
| 89th Medical Group—Andrews | | | | |
| 2008 | 70.0%* | N/A | N/A | 58.7%** |
| 2007 | 72.3%* | 59.5%** | 75.3%** | 80.3%** |
| 96th Medical Group—Eglin | | | | |
| 2008 | 73.0% | 84.2%* | 68.4%* | 68.3%* |
| 2007 | 75.5% | 79.0%* | 89.4%* | 66.1%* |
| 99th Medical Group—O'Callaghan Hospital | | | | |
| 2008 | 66.1% | 66.8%* | 52.8%** | 69.5%* |
| 2007 | 78.2%* | 72.5%* | 67.0%** | 87.5%** |
| 366th Medical Group—Mountain Home | | | | |
| 2008 | 91.1%** ↑ | N/A | N/A | N/A |
| 2007 | 73.1%** | N/A | N/A | 66.5%** |
| 374th Medical Group—Yokota AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 40.3%** | N/A | N/A | N/A |
| 375th Medical Group—Scott | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the 2008 HCAHPS civilian score. Your MHS score is: higher ↑ or lower ↓ than the HCAHPS benchmark.

Composite: Communication with Doctors

This composite combines responses from three questions regarding how often doctors communicated well with patients.

| | Percent Most Positive Response | | | |
|--|--------------------------------|--------------|--------------|--------------|
| | Overall | Medical | Surgical | Obstetric |
| HCAHPS Civilian Benchmark 2008 | 79.0% | | | |
| Overall—MHS 2008 | 75.8% | 72.9% | 82.5% | 73.6% |
| Overall—MHS 2007 | 73.7% | 71.9% | 81.1% | 69.5% |
| Overall—MHS 2006 | 74.0% | 73.5% | 79.6% | 70.5% |
| Air Force, Overall | 78.5% | 78.4% | 84.2% | 75.6% |
| 1st Medical Group—Langley | | | | |
| 2008 | 73.6%* | N/A | 91.6%** | 69.1%* |
| 2007 | 72.3%* | N/A | 75.6%** | 72.4%* |
| 3rd Medical Group—Elmendorf | | | | |
| 2008 | 84.2% | 74.2%** | 90.9%* | 84.0%* |
| 2007 | 76.9% | 73.8%* | 83.9%* | 74.2%* |
| 10th Medical Group—USAF Academy CO | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 84.3%* | 77.5%* | 92.7%* | N/A |
| 31st Medical Group—Aviano | | | | |
| 2008 | 88.2%** | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 35th Medical Group—Misawa | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 80.7%** | N/A | N/A | N/A |
| 48th Medical Group—Lakenheath | | | | |
| 2008 | 84.2%* | N/A | N/A | 84.2%** |
| 2007 | 80.3%* | N/A | N/A | 73.8%** |
| 51st Medical Group—Osan AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 52nd Medical Group—Spangdahlem | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 59th Med Wing—Lackland | | | | |
| 2008 | 76.5% | 81.7% | 75.3% | 70.7% |
| 2007 | 70.0% | 73.6% | 81.4% | 56.4% |
| 60th Medical Group—Travis | | | | |
| 2008 | 83.3% | 88.5% | 84.8%* | 73.8%* |
| 2007 | 76.5% | 78.7% | 84.5%* | 62.3%* |
| 74th Medical Group—Wright-Patterson | | | | |
| 2008 | 75.8% | 74.0% | 80.6%* | 73.6%* |
| 2007 | 76.3% | 71.9% | 87.6%* | 71.0%* |
| 81st Medical Group—Keesler | | | | |
| 2008 | 77.3% | 78.6%* | 87.5%** | 68.3%** |
| 2007 | 80.6% | 79.4%* | 85.5%** | 81.0%** |

(continued)

Composite: Communication with Doctors (continued)

This composite combines responses from three questions regarding how often doctors communicated well with patients.

| | Percent Most Positive Response | | | |
|---|--------------------------------|---------|----------|-----------|
| | Overall | Medical | Surgical | Obstetric |
| 89th Medical Group—Andrews | | | | |
| 2008 | 77.2%* | N/A | N/A | 76.0%** |
| 2007 | 81.2%* | 71.0%** | 91.5%** | 78.9%** |
| 96th Medical Group—Eglin | | | | |
| 2008 | 83.0% | 87.1%* | 94.5%* | 75.7%* |
| 2007 | 72.3% | 64.0%* | 90.9%* | 67.6%* |
| 99th Medical Group—O’Callaghan Hospital | | | | |
| 2008 | 71.5% | 63.9%* | 77.0%** | 81.0%* |
| 2007 | 79.8%* | 75.8%* | 92.5%** | 79.8%** |
| 366th Medical Group—Mountain Home | | | | |
| 2008 | 90.6%** ↑ | N/A | N/A | N/A |
| 2007 | 89.0%** | N/A | N/A | 90.8%** |
| 374th Medical Group—Yokota AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 61.1%** | N/A | N/A | N/A |
| 375th Medical Group—Scott | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the 2008 HCAHPS civilian score. Your MHS score is: higher ↑ or lower ↓ than the HCAHPS benchmark.

Composite: Communication with Doctors

How often did doctors treat you with courtesy and respect?

| | Percent Most Positive Response | | | |
|---------------------------------------|--------------------------------|--------------|--------------|--------------|
| | Overall | Medical | Surgical | Obstetric |
| HCAHPS Civilian Benchmark 2008 | 85.6% | | | |
| Overall—MHS 2008 | 81.1% | 80.5% | 87.3% | 76.5% |
| Overall—MHS 2007 | 79.0% | 78.9% | 86.2% | 72.9% |
| Overall—MHS 2006 | 79.7% | 80.2% | 84.6% | 74.8% |
| Air Force, Overall | 83.2% | 84.2% | 89.7% | 79.0% |
| 1st Medical Group—Langley | | | | |
| 2008 | 77.0%* | N/A | 94.2%** | 72.4%* |
| 2007 | 76.4%* | N/A | 78.4%** | 77.0%* |
| 3rd Medical Group—Elmendorf | | | | |
| 2008 | 90.1% | 81.0%** | 98.9%* | 88.3%* |
| 2007 | 76.5% | 75.7%* | 81.4%* | 73.3%* |
| 10th Medical Group—USAF Academy CO | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | 92.0%* | 88.3%* | 96.5%* | N/A |
| 31st Medical Group—Aviano | | | | |
| 2008 | 100%** ↑ | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 35th Medical Group—Misawa | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 82.6%** | N/A | N/A | N/A |
| 48th Medical Group—Lakenheath | | | | |
| 2008 | 88.1%* | N/A | N/A | 92.9%** |
| 2007 | 85.3%* | N/A | N/A | 80.1%** |
| 51st Medical Group—Osan AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 52nd Medical Group—Spangdahlem | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 59th Med Wing—Lackland | | | | |
| 2008 | 83.7% | 88.7% | 84.8% | 76.6% |
| 2007 | 76.4% | 79.4% | 88.7% | 62.8% |
| 60th Medical Group—Travis | | | | |
| 2008 | 84.4% | 89.7% | 87.4%* | 73.1%* |
| 2007 | 82.1% | 87.4% | 88.7%* | 63.5%* |
| 74th Medical Group—Wright-Patterson | | | | |
| 2008 | 79.1% | 80.0% | 81.3%* | 75.6%* |
| 2007 | 80.1% | 74.4% | 95.4%* | 72.4%* |
| 81st Medical Group—Keesler | | | | |
| 2008 | 82.9% | 84.6%* | 95.6%** | 71.8%** |
| 2007 | 82.7% | 80.8%* | 85.3%** | 85.0%** |

(continued)

Composite: Communication with Doctors

How often did doctors treat you with courtesy and respect? (continued)

| | Percent Most Positive Response | | | |
|--|--------------------------------|---------|----------|-----------|
| | Overall | Medical | Surgical | Obstetric |
| 89th Medical Group—Andrews | | | | |
| 2008 | 82.7%* | N/A | N/A | 84.8%** |
| 2007 | 88.4%* | 75.9%** | 97.8%** | 89.1%** |
| 96th Medical Group—Eglin | | | | |
| 2008 | 84.4% | 94.0%* | 97.4%* | 73.2%* |
| 2007 | 74.9% | 63.6%* | 96.2%* | 70.6%* |
| 99th Medical Group—O'Callaghan Hospital | | | | |
| 2008 | 77.2% | 70.9%* | 84.5%** | 84.0%* |
| 2007 | 85.2%* | 78.1%* | 94.3%** | 89.5%** |
| 366th Medical Group—Mountain Home | | | | |
| 2008 | 92.9%** | N/A | N/A | N/A |
| 2007 | 94.5%** | N/A | N/A | 93.2%** |
| 374th Medical Group—Yokota AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 67.7%** | N/A | N/A | N/A |
| 375th Medical Group—Scott | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the 2008 HCAHPS civilian score. Your MHS score is: higher ↑ or lower ↓ than the HCAHPS benchmark.

Composite: Communication with Doctors

How often did doctors listen carefully to you?

| | Percent Most Positive Response | | | |
|---------------------------------------|--------------------------------|--------------|--------------|--------------|
| | Overall | Medical | Surgical | Obstetric |
| HCAHPS Civilian Benchmark 2008 | 77.4% | | | |
| Overall—MHS 2008 | 73.3% | 70.2% | 81.1% | 70.4% |
| Overall—MHS 2007 | 71.1% | 69.6% | 79.2% | 65.9% |
| Overall—MHS 2006 | 71.3% | 70.0% | 77.1% | 68.0% |
| Air Force, Overall | 76.0% | 77.5% | 82.2% | 71.4% |
| 1st Medical Group—Langley | | | | |
| 2008 | 68.5%* | N/A | 90.3%** | 63.2%* |
| 2007 | 71.3%* | N/A | 78.4%** | 70.3%* |
| 3rd Medical Group—Elmendorf | | | | |
| 2008 | 82.4% | 74.8%** | 87.2%* | 82.3%* |
| 2007 | 74.3% | 75.7%* | 76.5%* | 71.4%* |
| 10th Medical Group—USAF Academy CO | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 83.8%* | 79.7%* | 89.0%* | N/A |
| 31st Medical Group—Aviano | | | | |
| 2008 | 76.6%** | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 35th Medical Group—Misawa | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 88.5%** | N/A | N/A | N/A |
| 48th Medical Group—Lakenheath | | | | |
| 2008 | 84.0%* | N/A | N/A | 81.0%** |
| 2007 | 79.3%* | N/A | N/A | 72.0%** |
| 51st Medical Group—Osan AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 52nd Medical Group—Spangdahlem | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 59th Med Wing—Lackland | | | | |
| 2008 | 72.6% | 78.7% | 71.0% | 66.0% |
| 2007 | 68.0% | 72.6% | 78.5% | 53.4% |
| 60th Medical Group—Travis | | | | |
| 2008 | 81.4% | 85.5% | 83.2%* | 73.1%* |
| 2007 | 74.0% | 76.2% | 80.6%* | 61.6%* |
| 74th Medical Group—Wright-Patterson | | | | |
| 2008 | 71.7% | 73.0% | 77.6%* | 64.0%* |
| 2007 | 72.7% | 68.4% | 85.0%* | 66.2%* |
| 81st Medical Group—Keesler | | | | |
| 2008 | 77.3% | 86.3%* | 77.6%** | 61.8%** |
| 2007 | 80.5% | 80.8%* | 90.0%** | 77.0%** |

(continued)

Composite: Communication with Doctors

How often did doctors listen carefully to you? (continued)

| | Percent Most Positive Response | | | |
|--|--------------------------------|---------|----------|-----------|
| | Overall | Medical | Surgical | Obstetric |
| 89th Medical Group—Andrews | | | | |
| 2008 | 75.1%* | N/A | N/A | 62.8%** |
| 2007 | 78.8%* | 72.5%** | 90.6%** | 71.1%** |
| 96th Medical Group—Eglin | | | | |
| 2008 | 81.9% | 80.2%* | 95.9%* | 77.0%* |
| 2007 | 69.9% | 66.1%* | 86.8%* | 63.3%* |
| 99th Medical Group—O'Callaghan Hospital | | | | |
| 2008 | 73.7% | 68.7%* | 81.3%** | 78.6%* |
| 2007 | 76.2%* | 75.1%* | 94.3%** | 71.6%** |
| 366th Medical Group—Mountain Home | | | | |
| 2008 | 92.9%** ↑ | N/A | N/A | N/A |
| 2007 | 89.0%** | N/A | N/A | 93.2%** |
| 374th Medical Group—Yokota AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 68.2%** | N/A | N/A | N/A |
| 375th Medical Group—Scott | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the 2008 HCAHPS civilian score. Your MHS score is: higher ↑ or lower ↓ than the HCAHPS benchmark.

Composite: Communication with Doctors

How often did doctors explain things in a way you could understand?

| | Percent Most Positive Response | | | |
|---------------------------------------|--------------------------------|--------------|--------------|--------------|
| | Overall | Medical | Surgical | Obstetric |
| HCAHPS Civilian Benchmark 2008 | 73.9% | | | |
| Overall—MHS 2008 | 73.0% | 68.0% | 79.2% | 73.8% |
| Overall—MHS 2007 | 71.0% | 67.1% | 77.7% | 69.7% |
| Overall—MHS 2006 | 70.9% | 67.2% | 76.6% | 70.7% |
| Air Force, Overall | 76.3% | 73.6% | 80.7% | 76.4% |
| 1st Medical Group—Langley | | | | |
| 2008 | 75.2%* | N/A | 90.3%** | 71.6%* |
| 2007 | 69.2%* | N/A | 69.9%** | 70.0%* |
| 3rd Medical Group—Elmendorf | | | | |
| 2008 | 80.2% | 66.8%** | 86.5%* | 81.3%* |
| 2007 | 79.8% | 70.1%* | 93.6%* | 77.8%* |
| 10th Medical Group—USAF Academy CO | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 77.1%* | 64.6%* | 92.6%* | N/A |
| 31st Medical Group—Aviano | | | | |
| 2008 | 88.0%** | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 35th Medical Group—Misawa | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 70.9%** | N/A | N/A | N/A |
| 48th Medical Group—Lakenheath | | | | |
| 2008 | 80.5%* | N/A | N/A | 78.8%** |
| 2007 | 76.4%* | N/A | N/A | 69.5%** |
| 51st Medical Group—Osan AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 52nd Medical Group—Spangdahlem | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 59th Med Wing—Lackland | | | | |
| 2008 | 73.2% | 77.6% | 70.2% | 69.5% |
| 2007 | 65.6% | 68.7% | 76.9% | 53.2% |
| 60th Medical Group—Travis | | | | |
| 2008 | 84.2% ↑ | 90.3% | 83.7%* | 75.2%* |
| 2007 | 73.5% | 72.6% | 84.2%* | 61.7%* |
| 74th Medical Group—Wright-Patterson | | | | |
| 2008 | 76.4% | 69.1% | 83.0%* | 81.3%* |
| 2007 | 76.2% | 72.8% | 82.5%* | 74.4%* |
| 81st Medical Group—Keesler | | | | |
| 2008 | 71.6% | 64.9%* | 89.4%** | 71.5%** |
| 2007 | 78.5% | 76.6%* | 81.1%** | 81.0%** |

(continued)

Composite: Communication with Doctors

How often did doctors explain things in a way you could understand? (continued)

| | Percent Most Positive Response | | | |
|--|--------------------------------|---------|----------|-----------|
| | Overall | Medical | Surgical | Obstetric |
| 89th Medical Group—Andrews | | | | |
| 2008 | 73.7%* | N/A | N/A | 80.5%** |
| 2007 | 76.5%* | 64.6%** | 85.9%** | 76.6%** |
| 96th Medical Group—Eglin | | | | |
| 2008 | 82.8% ↑ | 87.2%* | 90.1%* | 77.0%* |
| 2007 | 72.1% | 62.4%* | 89.6%* | 68.9%* |
| 99th Medical Group—O'Callaghan Hospital | | | | |
| 2008 | 63.6% | 51.9%* | 65.0%** | 80.5%* |
| 2007 | 77.9%* | 74.2%* | 89.0%** | 78.2%** |
| 366th Medical Group—Mountain Home | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 83.4%** | N/A | N/A | 86.1%** |
| 374th Medical Group—Yokota AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 47.5%** | N/A | N/A | N/A |
| 375th Medical Group—Scott | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the 2008 HCAHPS civilian score. Your MHS score is: higher ↑ or lower ↓ than the HCAHPS benchmark.

Composite: Communication about Medications

This composite combines responses from two questions regarding how often hospital staff communicated well with patients about medications.

| | Percent Most Positive Response | | | |
|---------------------------------------|--------------------------------|--------------|--------------|--------------|
| | Overall | Medical | Surgical | Obstetric |
| HCAHPS Civilian Benchmark 2008 | 58.1% | | | |
| Overall—MHS 2008 | 65.4% | 62.3% | 68.7% | 66.2% |
| Overall—MHS 2007 | 63.9% | 59.9% | 66.6% | 66.3% |
| Overall—MHS 2006 | 65.2% | 62.9% | 65.8% | 67.2% |
| Air Force, Overall | 65.8% ↑ | 66.0% | 69.9% | 63.5% |
| 1st Medical Group—Langley | | | | |
| 2008 | 61.1%* | N/A | N/A | 56.9%* |
| 2007 | 72.6%* | N/A | N/A | 72.3%** |
| 3rd Medical Group—Elmendorf | | | | |
| 2008 | 61.2%* | 61.9%** | 76.3%** | 51.7%* |
| 2007 | 80.7%* | 74.6%** | 87.1%** | 81.2%** |
| 10th Medical Group—USAF Academy CO | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 80.1%* | 77.3%** | 85.1%** | N/A |
| 31st Medical Group—Aviano | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 35th Medical Group—Misawa | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 48th Medical Group—Lakenheath | | | | |
| 2008 | 54.6%** | N/A | N/A | N/A |
| 2007 | 66.5%** | N/A | N/A | 64.1%** |
| 51st Medical Group—Osan AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 52nd Medical Group—Spangdahlem | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 59th Med Wing—Lackland | | | | |
| 2008 | 62.9% | 68.0% | 56.4%* | 61.5%* |
| 2007 | 63.7% | 64.4% | 62.9%* | 63.2%* |
| 60th Medical Group—Travis | | | | |
| 2008 | 73.9% ↑ | 75.7%* | 78.1%* | 67.1%** |
| 2007 | 76.9% | 73.4%* | 77.1%* | 84.0%** |
| 74th Medical Group—Wright-Patterson | | | | |
| 2008 | 67.9% ↑ | 69.7%* | 66.8%* | 66.5%** |
| 2007 | 71.8% | 65.2%* | 73.6%* | 77.9%** |
| 81st Medical Group—Keesler | | | | |
| 2008 | 67.6%* | 65.1%* | N/A | 70.8%** |
| 2007 | 74.8%* | 64.5%* | N/A | N/A |

(continued)

Composite: Communication about Medications (continued)

This composite combines responses from two questions regarding how often hospital staff communicated well with patients about medications.

| | Percent Most Positive Response | | | |
|--|--------------------------------|---------|----------|-----------|
| | Overall | Medical | Surgical | Obstetric |
| 89th Medical Group—Andrews | | | | |
| 2008 | 76.4%** ↑ | N/A | N/A | N/A |
| 2007 | 69.8%* | N/A | 85.7%** | N/A |
| 96th Medical Group—Eglin | | | | |
| 2008 | 63.9%* | 62.0%* | 76.5%** | 60.1%* |
| 2007 | 62.9% | 59.9%** | 77.1%* | 56.8%* |
| 99th Medical Group—O’Callaghan Hospital | | | | |
| 2008 | 61.9%* | 60.6%* | N/A | 65.2%** |
| 2007 | 75.9%* | 70.0%* | N/A | N/A |
| 366th Medical Group—Mountain Home | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 374th Medical Group—Yokota AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 375th Medical Group—Scott | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the 2008 HCAHPS civilian score. Your MHS score is: higher ↑ or lower ↓ than the HCAHPS benchmark.

Composite: Communication about Medications

Before giving you any new medicine, how often did hospital staff tell you what the medicine was for?

| | Percent Most Positive Response | | | |
|--|--------------------------------|--------------|--------------|--------------|
| | Overall | Medical | Surgical | Obstetric |
| HCAHPS Civilian Benchmark 2008 | 71.7% | | | |
| Overall—MHS 2008 | 77.3% | 74.2% | 80.1% | 78.2% |
| Overall—MHS 2007 | 75.7% | 71.7% | 77.7% | 78.6% |
| Overall—MHS 2006 | 75.2% | 71.6% | 76.0% | 79.2% |
| Air Force, Overall | 78.7% ↑ | 77.6% | 80.9% | 78.4% |
| 1st Medical Group—Langley | | | | |
| 2008 | 75.6%* | N/A | N/A | 71.8%* |
| 2007 | 90.2%* | N/A | N/A | 86.4%** |
| 3rd Medical Group—Elmendorf | | | | |
| 2008 | 72.0%* | 73.8%** | 85.0%** | 63.4%* |
| 2007 | 87.8%* | 79.6%** | 97.6%** | 88.3%** |
| 10th Medical Group—USAF Academy CO | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 87.5%* | 86.8%** | 88.8%** | N/A |
| 31st Medical Group—Aviano | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 35th Medical Group—Misawa | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 48th Medical Group—Lakenheath | | | | |
| 2008 | 82.4%** | N/A | N/A | N/A |
| 2007 | 81.6%** | N/A | N/A | 77.7%** |
| 51st Medical Group—Osan AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 52nd Medical Group—Spangdahlem | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 59th Med Wing—Lackland | | | | |
| 2008 | 75.3% | 78.1% | 65.7%* | 77.9%* |
| 2007 | 75.2% | 72.7% | 76.5%* | 77.6%* |
| 60th Medical Group—Travis | | | | |
| 2008 | 86.8% ↑ | 81.1%* | 97.0%* | 86.2%** |
| 2007 | 87.0% | 84.3%* | 89.6%* | 88.0%** |
| 74th Medical Group—Wright-Patterson | | | | |
| 2008 | 79.1% | 86.6%* | 68.1%* | 81.0%** |
| 2007 | 82.1% | 74.2%* | 86.0%* | 87.8%** |
| 81st Medical Group—Keesler | | | | |
| 2008 | 81.7%* | 74.5%* | N/A | 83.9%** |
| 2007 | 82.1%* | 75.8%* | N/A | N/A |

(continued)

Composite: Communication about Medications

Before giving you any new medicine, how often did hospital staff tell you what the medicine was for? (continued)

| | Percent Most Positive Response | | | |
|--|--------------------------------|---------|----------|-----------|
| | Overall | Medical | Surgical | Obstetric |
| 89th Medical Group—Andrews | | | | |
| 2008 | 88.4%** ↑ | N/A | N/A | N/A |
| 2007 | 73.6%* | N/A | 88.0%** | N/A |
| 96th Medical Group—Eglin | | | | |
| 2008 | 78.7%* | 76.4%* | 89.5%** | 75.8%* |
| 2007 | 75.8% | 71.1%** | 91.4%* | 69.4%* |
| 99th Medical Group—O'Callaghan Hospital | | | | |
| 2008 | 74.6%* | 74.5%* | N/A | 77.1%** |
| 2007 | 83.0%* | 80.8%* | N/A | N/A |
| 366th Medical Group—Mountain Home | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 374th Medical Group—Yokota AB | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 375th Medical Group—Scott | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the 2008 HCAHPS civilian score. Your MHS score is: higher ↑ or lower ↓ than the HCAHPS benchmark.

Composite: Communication about Medications

Before giving you any new medicine, how often did hospital staff describe possible side effects in a way you could understand?

| | Percent Most Positive Response | | | |
|--|--------------------------------|--------------|--------------|--------------|
| | Overall | Medical | Surgical | Obstetric |
| HCAHPS Civilian Benchmark 2008 | 44.5% | | | |
| Overall—MHS 2008 | 53.6% | 50.3% | 57.3% | 54.1% |
| Overall—MHS 2007 | 52.2% | 48.2% | 55.4% | 54.0% |
| Overall—MHS 2006 | 52.9% | 49.6% | 54.1% | 56.2% |
| Air Force, Overall | 52.9% ↑ | 54.3% | 59.0% | 48.7% |
| 1st Medical Group—Langley | | | | |
| 2008 | 46.5%* | N/A | N/A | 42.0%* |
| 2007 | 55.0%* | N/A | N/A | 58.3%** |
| 3rd Medical Group—Elmendorf | | | | |
| 2008 | 50.3%* | 49.9%** | 67.7%** | 40.0%* |
| 2007 | 73.5%* | 69.6%** | 76.7%** | 74.1%** |
| 10th Medical Group—USAF Academy CO | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 72.7%* | 67.7%** | 81.4%** | N/A |
| 31st Medical Group—Aviano | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 35th Medical Group—Misawa | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 48th Medical Group—Lakenheath | | | | |
| 2008 | 26.8%** | N/A | N/A | N/A |
| 2007 | 51.3%** | N/A | N/A | 50.5%** |
| 51st Medical Group—Osan AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 52nd Medical Group—Spangdahlem | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 59th Med Wing—Lackland | | | | |
| 2008 | 50.6% | 58.0% | 47.1%* | 45.1%* |
| 2007 | 52.2% | 56.0% | 49.3%* | 48.7%* |
| 60th Medical Group—Travis | | | | |
| 2008 | 61.0% ↑ | 70.3%* | 59.1%* | 47.9%** |
| 2007 | 66.8% | 62.5%* | 64.6%* | 80.1%** |
| 74th Medical Group—Wright-Patterson | | | | |
| 2008 | 56.7% ↑ | 52.8%* | 65.5%* | 52.1%** |
| 2007 | 61.5% | 56.2%* | 61.3%* | 68.0%** |
| 81st Medical Group—Keesler | | | | |
| 2008 | 53.4%* | 55.6%* | N/A | 57.6%** |
| 2007 | 67.5%* | 53.3%* | N/A | N/A |

(continued)

Composite: Communication about Medications

Before giving you any new medicine, how often did hospital staff describe possible side effects in a way you could understand? (continued)

| | Percent Most Positive Response | | | |
|--|--------------------------------|---------|----------|-----------|
| | Overall | Medical | Surgical | Obstetric |
| 89th Medical Group—Andrews | | | | |
| 2008 | 64.4%** | N/A | N/A | N/A |
| 2007 | 66.1%* | N/A | 83.5%** | N/A |
| 96th Medical Group—Eglin | | | | |
| 2008 | 49.0%* | 47.5%* | 63.4%** | 44.4%* |
| 2007 | 50.1% | 48.7%** | 62.7%* | 44.1%* |
| 99th Medical Group—O’Callaghan Hospital | | | | |
| 2008 | 49.2%* | 46.6%* | N/A | 53.2%** |
| 2007 | 68.7%* | 59.1%* | N/A | N/A |
| 366th Medical Group—Mountain Home | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 374th Medical Group—Yokota AB | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 375th Medical Group—Scott | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects. Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the 2008 HCAHPS civilian score. Your MHS score is: higher ↑ or lower ↓ than the HCAHPS benchmark.

Composite: Responsiveness of Hospital Staff

This composite combines responses from two questions regarding how responsive hospital staff were with patients.

| | Percent Most Positive Response | | | |
|---------------------------------------|--------------------------------|--------------|--------------|--------------|
| | Overall | Medical | Surgical | Obstetric |
| HCAHPS Civilian Benchmark 2008 | 61.7% | | | |
| Overall—MHS 2008 | 60.0% | 56.1% | 62.0% | 61.7% |
| Overall—MHS 2007 | 58.2% | 54.6% | 59.0% | 60.4% |
| Overall—MHS 2006 | 58.4% | 58.5% | 58.0% | 58.4% |
| Air Force, Overall | 64.4% | 68.9% | 67.0% | 60.1% |
| 1st Medical Group—Langley | | | | |
| 2008 | 60.9%* | N/A | N/A | 61.5%* |
| 2007 | 63.3%* | N/A | N/A | 59.3%* |
| 3rd Medical Group—Elmendorf | | | | |
| 2008 | 68.2%* | 81.1%** | 81.7%* | 57.1%* |
| 2007 | 76.8%* | 90.3%* | 74.2%** | 71.6%* |
| 10th Medical Group—USAF Academy CO | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 79.5%* | 72.5%** | 87.7%** | N/A |
| 31st Medical Group—Aviano | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 35th Medical Group—Misawa | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 48th Medical Group—Lakenheath | | | | |
| 2008 | 63.3%** | N/A | N/A | 47.5%** |
| 2007 | 80.9%* | N/A | N/A | 74.4%** |
| 51st Medical Group—Osan AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 52nd Medical Group—Spangdahlem | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 59th Med Wing—Lackland | | | | |
| 2008 | 49.7% ↓ | 52.6% | 50.4% | 45.9%* |
| 2007 | 54.2% | 59.4% | 49.4% | 50.9% |
| 60th Medical Group—Travis | | | | |
| 2008 | 78.4% ↑ | 80.3%* | 74.8%* | 79.4%** |
| 2007 | 65.1% | 58.7%* | 73.1%* | 65.8%** |
| 74th Medical Group—Wright-Patterson | | | | |
| 2008 | 75.6% ↑ | 72.0%* | 76.4%* | 78.8%* |
| 2007 | 70.5% | 68.2%* | 73.5%* | 69.4%* |
| 81st Medical Group—Keesler | | | | |
| 2008 | 65.3%* | 75.1%* | 80.0%** | 46.8%** |
| 2007 | 76.1% | 71.5%* | 85.0%** | 76.6%** |

(continued)

Composite: Responsiveness of Hospital Staff (continued)

This composite combines responses from two questions regarding how responsive hospital staff were with patients.

| | Percent Most Positive Response | | | |
|---|--------------------------------|---------|----------|-----------|
| | Overall | Medical | Surgical | Obstetric |
| 89th Medical Group—Andrews | | | | |
| 2008 | 55.4%* | N/A | N/A | N/A |
| 2007 | 70.8%* | 58.6%** | 70.0%** | 70.7%** |
| 96th Medical Group—Eglin | | | | |
| 2008 | 65.3% | 77.6%* | 54.7%** | 64.6%* |
| 2007 | 62.8% | 57.9%* | 77.8%* | 58.5%* |
| 99th Medical Group—O'Callaghan Hospital | | | | |
| 2008 | 70.1% | 68.4%* | 84.3%** | 68.1%* |
| 2007 | 81.1%* | 75.2%* | 75.7%** | 87.6%** |
| 366th Medical Group—Mountain Home | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 73.5%** | N/A | N/A | N/A |
| 374th Medical Group—Yokota AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 375th Medical Group—Scott | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the 2008 HCAHPS civilian score. Your MHS score is: higher ↑ or lower ↓ than the HCAHPS benchmark.

Composite: Responsiveness of Hospital Staff

During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it?

| | Percent Most Positive Response | | | |
|---------------------------------------|--------------------------------|--------------|--------------|--------------|
| | Overall | Medical | Surgical | Obstetric |
| HCAHPS Civilian Benchmark 2008 | 58.7% | | | |
| Overall—MHS 2008 | 56.9% | 56.3% | 59.9% | 55.2% |
| Overall—MHS 2007 | 54.3% | 53.1% | 56.4% | 53.9% |
| Overall—MHS 2006 | 42.1% | 39.0% | 44.3% | 44.2% |
| Air Force, Overall | 62.2% ↑ | 68.9% | 65.8% | 55.8% |
| 1st Medical Group—Langley | | | | |
| 2008 | 59.4%* | N/A | N/A | 57.2%* |
| 2007 | 55.9%* | N/A | N/A | 51.3%* |
| 3rd Medical Group—Elmendorf | | | | |
| 2008 | 68.0%* | 77.4%** | 73.3%* | 62.0%* |
| 2007 | 77.1%* | 80.6%** | 75.8%** | 75.5%* |
| 10th Medical Group—USAF Academy CO | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | 71.1%* | 61.8%** | 83.4%** | N/A |
| 31st Medical Group—Aviano | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 35th Medical Group—Misawa | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 48th Medical Group—Lakenheath | | | | |
| 2008 | 74.4%** | N/A | N/A | 63.3%** |
| 2007 | 78.7%* | N/A | N/A | 71.5%** |
| 51st Medical Group—Osan AB | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 52nd Medical Group—Spangdahlem | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 59th Med Wing—Lackland | | | | |
| 2008 | 43.4% ↓ | 53.9% | 46.0% | 31.8%* |
| 2007 | 49.0% | 55.5% | 56.7% | 34.7%* |
| 60th Medical Group—Travis | | | | |
| 2008 | 78.4% ↑ | 81.1%* | 72.5%* | 81.0%** |
| 2007 | 65.1% | 60.8%* | 71.3%* | 62.5%** |
| 74th Medical Group—Wright-Patterson | | | | |
| 2008 | 71.8% ↑ | 74.4%* | 73.0%* | 68.4%* |
| 2007 | 67.3% | 66.3%* | 70.2%* | 65.6%* |
| 81st Medical Group—Keesler | | | | |
| 2008 | 63.8%* | 69.7%* | 91.5%** | 39.6%** |
| 2007 | 69.8%* | 70.5%* | N/A | 63.7%** |

(continued)

Composite: Responsiveness of Hospital Staff

During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it? (continued)

| | Percent Most Positive Response | | | |
|--|--------------------------------|---------|----------|-----------|
| | Overall | Medical | Surgical | Obstetric |
| 89th Medical Group—Andrews | | | | |
| 2008 | 76.5%** ↑ | N/A | N/A | N/A |
| 2007 | 71.3%* | 82.9%** | 58.5%** | 73.1%** |
| 96th Medical Group—Eglin | | | | |
| 2008 | 67.4% | 83.2%* | 58.1%** | 64.1%* |
| 2007 | 59.7% | 58.2%* | 80.0%* | 52.2%* |
| 99th Medical Group—O'Callaghan Hospital | | | | |
| 2008 | 62.5% | 57.8%* | 68.5%** | 69.1%** |
| 2007 | 79.8%* | 74.6%* | N/A | 90.3%** |
| 366th Medical Group—Mountain Home | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | 59.9%** | N/A | N/A | N/A |
| 374th Medical Group—Yokota AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 375th Medical Group—Scott | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the 2008 HCAHPS civilian score. Your MHS score is: higher ↑ or lower ↓ than the HCAHPS benchmark.

Composite: Responsiveness of Hospital Staff

How often did you get help in getting to the bathroom or in using a bedpan as soon as you wanted?

| | Percent Most Positive Response | | | |
|--|--------------------------------|--------------|--------------|--------------|
| | Overall | Medical | Surgical | Obstetric |
| HCAHPS Civilian Benchmark 2008 | 64.8% | | | |
| Overall—MHS 2008 | 63.2% | 55.8% | 64.1% | 68.1% |
| Overall—MHS 2007 | 62.0% | 56.0% | 61.6% | 66.9% |
| Overall—MHS 2006 | 61.1% | 57.7% | 59.9% | 65.3% |
| Air Force, Overall | 66.5% | 68.8% | 68.2% | 64.4% |
| 1st Medical Group—Langley | | | | |
| 2008 | 62.3%* | N/A | N/A | 65.8%* |
| 2007 | 70.6%* | N/A | N/A | 67.3%** |
| 3rd Medical Group—Elmendorf | | | | |
| 2008 | 68.4%* | N/A | 90.0%** | 52.3%** |
| 2007 | 76.6%* | 100%** | 72.6%** | 67.7%** |
| 10th Medical Group—USAF Academy CO | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 88.0%* | N/A | 91.9%** | N/A |
| 31st Medical Group—Aviano | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 35th Medical Group—Misawa | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 48th Medical Group—Lakenheath | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 83.1%** | N/A | N/A | N/A |
| 51st Medical Group—Osan AB | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 52nd Medical Group—Spangdahlem | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 59th Med Wing—Lackland | | | | |
| 2008 | 55.9% ↓ | 51.2%* | 54.8%* | 60.1%* |
| 2007 | 59.5% | 63.4% | 42.1%* | 67.1%* |
| 60th Medical Group—Travis | | | | |
| 2008 | 78.3% ↑ | 79.4%* | 77.1%* | N/A |
| 2007 | 65.0%* | 56.7%* | 74.9%* | N/A |
| 74th Medical Group—Wright-Patterson | | | | |
| 2008 | 79.4%* ↑ | 69.6%* | 79.9%* | 89.2%** |
| 2007 | 73.6%* | 70.0%* | 76.9%* | 73.2%** |
| 81st Medical Group—Keesler | | | | |
| 2008 | 66.8%* | 80.4%** | N/A | 54.1%** |
| 2007 | 82.3%* | 72.5%** | N/A | 89.4%** |

(continued)

Composite: Responsiveness of Hospital Staff

How often did you get help in getting to the bathroom or in using a bedpan as soon as you wanted? (continued)

| | Percent Most Positive Response | | | |
|--|--------------------------------|---------|----------|-----------|
| | Overall | Medical | Surgical | Obstetric |
| 89th Medical Group—Andrews | | | | |
| 2008 | 34.3%** ↓ | N/A | N/A | N/A |
| 2007 | 70.3%* | N/A | 81.5%** | N/A |
| 96th Medical Group—Eglin | | | | |
| 2008 | 63.2%* | 72.0%** | N/A | 65.0%** |
| 2007 | 65.9%* | 57.7%** | 75.5%** | 64.7%* |
| 99th Medical Group—O'Callaghan Hospital | | | | |
| 2008 | 77.7%* | 79.0%** | N/A | 67.1%** |
| 2007 | 82.4%* | 75.7%** | N/A | N/A |
| 366th Medical Group—Mountain Home | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | 87.0%** | N/A | N/A | N/A |
| 374th Medical Group—Yokota AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 375th Medical Group—Scott | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the 2008 HCAHPS civilian score. Your MHS score is: higher ↑ or lower ↓ than the HCAHPS benchmark.

Composite: Pain Control

This composite combines responses from two questions regarding how often pain controlled.

| | Percent Most Positive Response | | | |
|---------------------------------------|--------------------------------|--------------|--------------|--------------|
| | Overall | Medical | Surgical | Obstetric |
| HCAHPS Civilian Benchmark 2008 | 69.0% | | | |
| Overall—MHS 2008 | 63.1% | 59.8% | 69.9% | 60.1% |
| Overall—MHS 2007 | 61.3% | 59.2% | 66.6% | 58.5% |
| Overall—MHS 2006 | 58.9% | 58.4% | 62.7% | 56.3% |
| Air Force, Overall | 64.2% ↓ | 65.4% | 66.6% | 62.5% |
| 1st Medical Group—Langley | | | | |
| 2008 | 63.8%* | N/A | N/A | 61.2%* |
| 2007 | 57.2%* | N/A | N/A | 56.0%* |
| 3rd Medical Group—Elmendorf | | | | |
| 2008 | 67.1% | N/A | 79.7%* | 57.6%* |
| 2007 | 80.5%* | 78.4%** | 87.0%* | 76.7%* |
| 10th Medical Group—USAF Academy CO | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 77.3%* | 71.5%** | 83.3%* | N/A |
| 31st Medical Group—Aviano | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 35th Medical Group—Misawa | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 48th Medical Group—Lakenheath | | | | |
| 2008 | 65.9%** | N/A | N/A | N/A |
| 2007 | 49.3%* | N/A | N/A | 47.9%** |
| 51st Medical Group—Osan AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 52nd Medical Group—Spangdahlem | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 59th Med Wing—Lackland | | | | |
| 2008 | 58.2% ↓ | 66.8% | 53.7% | 55.3%* |
| 2007 | 56.4% | 58.0% | 67.1% | 48.7% |
| 60th Medical Group—Travis | | | | |
| 2008 | 76.4% | 76.6%* | 68.2%* | 83.7%* |
| 2007 | 61.5% | 58.6%* | 70.0%* | 54.9%** |
| 74th Medical Group—Wright-Patterson | | | | |
| 2008 | 65.2% | 64.6%* | 68.9%* | 62.1%* |
| 2007 | 65.1% | 49.7%* | 74.6%* | 67.5%* |
| 81st Medical Group—Keesler | | | | |
| 2008 | 59.6%* | 57.8%* | 65.1%** | 58.7%** |
| 2007 | 59.9%* | 61.8%* | 85.9%** | 51.3%** |

(continued)

Composite: Pain Control (continued)

This composite combines responses from two questions regarding how often pain controlled.

| | Percent Most Positive Response | | | |
|---|--------------------------------|---------|----------|-----------|
| | Overall | Medical | Surgical | Obstetric |
| 89th Medical Group—Andrews | | | | |
| 2008 | 59.7%* | N/A | N/A | 44.6%** |
| 2007 | 61.6%* | N/A | 67.5%** | 59.6%** |
| 96th Medical Group—Eglin | | | | |
| 2008 | 55.7% ↓ | 54.8%** | 49.5%** | 58.7%* |
| 2007 | 61.6% | 57.3%* | 79.1%* | 54.3%* |
| 99th Medical Group—O’Callaghan Hospital | | | | |
| 2008 | 63.7% | 57.7%* | 76.0%** | 66.3%* |
| 2007 | 79.2%* | 79.5%** | 67.5%** | 82.9%** |
| 366th Medical Group—Mountain Home | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 63.5%** | N/A | N/A | N/A |
| 374th Medical Group—Yokota AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 375th Medical Group—Scott | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the 2008 HCAHPS civilian score. Your MHS score is: higher ↑ or lower ↓ than the HCAHPS benchmark.

Composite: Pain Control

During this hospital stay, how often was your pain well controlled?

| | Percent Most Positive Response | | | |
|---------------------------------------|--------------------------------|--------------|--------------|--------------|
| | Overall | Medical | Surgical | Obstetric |
| HCAHPS Civilian Benchmark 2008 | 62.1% | | | |
| Overall—MHS 2008 | 55.4% | 51.2% | 63.0% | 52.4% |
| Overall—MHS 2007 | 53.2% | 50.9% | 58.8% | 50.4% |
| Overall—MHS 2006 | 51.5% | 48.6% | 55.7% | 50.5% |
| Air Force, Overall | 54.9% ↓ | 53.2% | 58.6% | 54.0% |
| 1st Medical Group—Langley | | | | |
| 2008 | 57.6%* | N/A | N/A | 55.6%* |
| 2007 | 46.6%* | N/A | N/A | 47.6%* |
| 3rd Medical Group—Elmendorf | | | | |
| 2008 | 57.0% | N/A | 74.2%* | 44.8%* |
| 2007 | 71.0%* | 68.9%** | 79.6%** | 65.7%* |
| 10th Medical Group—USAF Academy CO | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 70.3%* | 62.5%** | 78.4%* | N/A |
| 31st Medical Group—Aviano | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 35th Medical Group—Misawa | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 48th Medical Group—Lakenheath | | | | |
| 2008 | 56.2%** | N/A | N/A | N/A |
| 2007 | 34.9%* | N/A | N/A | 39.8%** |
| 51st Medical Group—Osan AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 52nd Medical Group—Spangdahlem | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 59th Med Wing—Lackland | | | | |
| 2008 | 48.7% ↓ | 54.5% | 47.9% | 45.5%* |
| 2007 | 48.3% | 49.9% | 59.5% | 40.2% |
| 60th Medical Group—Travis | | | | |
| 2008 | 67.7% | 66.9%* | 57.1%* | 78.0%* |
| 2007 | 49.8% | 45.1%* | 55.8%* | 48.2%** |
| 74th Medical Group—Wright-Patterson | | | | |
| 2008 | 55.1% | 45.2%* | 67.1%* | 51.0%* |
| 2007 | 53.0% | 43.2%* | 63.0%* | 50.2%* |
| 81st Medical Group—Keesler | | | | |
| 2008 | 50.6%* | 41.7%* | 54.6%** | 59.0%** |
| 2007 | 53.9%* | 58.1%* | 77.7%** | 44.2%** |

(continued)

Composite: Pain Control

During this hospital stay, how often was your pain well controlled? (continued)

| | Percent Most Positive Response | | | |
|--|--------------------------------|---------|----------|-----------|
| | Overall | Medical | Surgical | Obstetric |
| 89th Medical Group—Andrews | | | | |
| 2008 | 52.7%* | N/A | N/A | 30.4%** |
| 2007 | 52.9%* | N/A | 63.9%** | 43.5%** |
| 96th Medical Group—Eglin | | | | |
| 2008 | 43.4% ↓ | 43.7%** | 31.6%** | 48.6%* |
| 2007 | 52.2% | 46.8%* | 69.2%* | 45.7%* |
| 99th Medical Group—O'Callaghan Hospital | | | | |
| 2008 | 53.1% | 45.0%* | 64.0%** | 58.5%* |
| 2007 | 76.0%* | 75.5%** | 63.6%** | 80.4%** |
| 366th Medical Group—Mountain Home | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 49.5%** | N/A | N/A | N/A |
| 374th Medical Group—Yokota AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 375th Medical Group—Scott | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the 2008 HCAHPS civilian score. Your MHS score is: higher ↑ or lower ↓ than the HCAHPS benchmark.

Composite: Pain Control

During this hospital stay, how often did the hospital staff do everything they could to help you with your pain?

| | Percent Most Positive Response | | | |
|--|--------------------------------|--------------|--------------|--------------|
| | Overall | Medical | Surgical | Obstetric |
| HCAHPS Civilian Benchmark 2008 | 76.0% | | | |
| Overall—MHS 2008 | 70.8% | 68.4% | 76.8% | 67.8% |
| Overall—MHS 2007 | 69.3% | 67.5% | 74.4% | 66.6% |
| Overall—MHS 2006 | 67.6% | 66.7% | 72.0% | 64.8% |
| Air Force, Overall | 73.6% | 77.7% | 74.7% | 71.0% |
| 1st Medical Group—Langley | | | | |
| 2008 | 69.9%* | N/A | N/A | 66.8%* |
| 2007 | 67.7%* | N/A | N/A | 64.5%* |
| 3rd Medical Group—Elmendorf | | | | |
| 2008 | 77.1% | N/A | 85.2%* | 70.4%* |
| 2007 | 90.1%* | 88.0%** | 94.5%* | 87.6%* |
| 10th Medical Group—USAF Academy CO | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | 84.3%* | 80.6%** | 88.1%* | N/A |
| 31st Medical Group—Aviano | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 35th Medical Group—Misawa | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 48th Medical Group—Lakenheath | | | | |
| 2008 | 75.7%** | N/A | N/A | N/A |
| 2007 | 63.8%* | N/A | N/A | 55.9%** |
| 51st Medical Group—Osan AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 52nd Medical Group—Spangdahlem | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 59th Med Wing—Lackland | | | | |
| 2008 | 67.7% ↓ | 79.0% | 59.5% | 65.1%* |
| 2007 | 64.6% | 66.2% | 74.8% | 57.1% |
| 60th Medical Group—Travis | | | | |
| 2008 | 85.2% ↑ | 86.3%* | 79.4%* | 89.4%* |
| 2007 | 73.2% | 72.0%* | 84.1%* | 61.7%** |
| 74th Medical Group—Wright-Patterson | | | | |
| 2008 | 75.2% | 83.9%* | 70.7%* | 73.3%* |
| 2007 | 77.2% | 56.2%* | 86.1%* | 84.7%* |
| 81st Medical Group—Keesler | | | | |
| 2008 | 68.6%* | 73.9%* | 75.6%** | 58.5%** |
| 2007 | 65.9%* | 65.5%* | 94.2%** | 58.4%** |

(continued)

Composite: Pain Control

During this hospital stay, how often did the hospital staff do everything they could to help you with your pain? (continued)

| | Percent Most Positive Response | | | |
|--|--------------------------------|---------|----------|-----------|
| | Overall | Medical | Surgical | Obstetric |
| 89th Medical Group—Andrews | | | | |
| 2008 | 66.7%* | N/A | N/A | 58.8%** |
| 2007 | 70.3%* | N/A | 71.1%** | 75.7%** |
| 96th Medical Group—Eglin | | | | |
| 2008 | 68.0% | 66.0%** | 67.5%** | 68.8%* |
| 2007 | 70.9% | 67.8%* | 88.9%* | 62.8%* |
| 99th Medical Group—O’Callaghan Hospital | | | | |
| 2008 | 74.3% | 70.3%* | 88.0%** | 74.1%* |
| 2007 | 82.4%* | 83.5%** | 71.4%** | 85.4%** |
| 366th Medical Group—Mountain Home | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | 77.5%** | N/A | N/A | N/A |
| 374th Medical Group—Yokota AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 375th Medical Group—Scott | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the 2008 HCAHPS civilian score. Your MHS score is: higher ↑ or lower ↓ than the HCAHPS benchmark.

Hospital Environment

During this hospital stay, how often were your room and bathroom kept clean?

| | Percent Most Positive Response | | | |
|---------------------------------------|--------------------------------|--------------|--------------|--------------|
| | Overall | Medical | Surgical | Obstetric |
| HCAHPS Civilian Benchmark 2008 | 68.6% | | | |
| Overall—MHS 2008 | 69.7% | 69.7% | 73.3% | 66.6% |
| Overall—MHS 2007 | 68.2% | 69.0% | 71.6% | 64.4% |
| Overall—MHS 2006 | 68.5% | 68.2% | 70.0% | 67.6% |
| Air Force, Overall | 72.5% ↑ | 78.0% | 71.5% | 68.0% |
| 1st Medical Group—Langley | | | | |
| 2008 | 58.6%* | N/A | 79.0%** | 52.1%* |
| 2007 | 52.6%* | N/A | 61.7%** | 49.4%* |
| 3rd Medical Group—Elmendorf | | | | |
| 2008 | 78.0% ↑ | 87.2%** | 88.7%* | 68.7%* |
| 2007 | 78.3% | 88.5%* | 79.0%* | 68.8%* |
| 10th Medical Group—USAF Academy CO | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 88.4%* | 85.0%* | 92.7%* | N/A |
| 31st Medical Group—Aviano | | | | |
| 2008 | 90.6%** ↑ | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 35th Medical Group—Misawa | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 66.5%** | N/A | N/A | N/A |
| 48th Medical Group—Lakenheath | | | | |
| 2008 | 64.0%* | N/A | N/A | 44.0%** |
| 2007 | 68.3%* | N/A | N/A | 59.1%** |
| 51st Medical Group—Osan AB | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 52nd Medical Group—Spangdahlem | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 59th Med Wing—Lackland | | | | |
| 2008 | 72.6% | 74.8% | 61.4% | 77.1%* |
| 2007 | 70.7% | 69.2% | 73.2% | 71.3% |
| 60th Medical Group—Travis | | | | |
| 2008 | 77.5% ↑ | 84.0% | 85.3%* | 60.3%* |
| 2007 | 78.2% | 82.5% | 79.4%* | 68.3%* |
| 74th Medical Group—Wright-Patterson | | | | |
| 2008 | 78.4% ↑ | 80.3% | 78.3%* | 75.6%* |
| 2007 | 73.3% | 75.6% | 79.3%* | 64.1%* |
| 81st Medical Group—Keesler | | | | |
| 2008 | 75.2% | 84.9%* | 61.3%** | 67.9%** |
| 2007 | 77.4% | 71.8%* | 90.3%** | 82.6%** |

(continued)

Hospital Environment

During this hospital stay, how often were your room and bathroom kept clean?
(continued)

| | Percent Most Positive Response | | | |
|--|--------------------------------|---------|----------|-----------|
| | Overall | Medical | Surgical | Obstetric |
| 89th Medical Group—Andrews | | | | |
| 2008 | 72.5%* | N/A | N/A | 58.7%** |
| 2007 | 65.2%* | 70.2%** | 75.1%** | 50.2%** |
| 96th Medical Group—Eglin | | | | |
| 2008 | 66.0% | 63.5%* | 54.5%* | 72.4%* |
| 2007 | 72.5% | 75.6%* | 80.0%* | 66.8%* |
| 99th Medical Group—O’Callaghan Hospital | | | | |
| 2008 | 68.4% | 69.8%* | 51.1%** | 72.2%* |
| 2007 | 72.3%* | 78.1%* | 48.8%** | 73.8%** |
| 366th Medical Group—Mountain Home | | | | |
| 2008 | 87.8%** ↑ | N/A | N/A | N/A |
| 2007 | 94.4%** | N/A | N/A | 92.9%** |
| 374th Medical Group—Yokota AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 47.6%** | N/A | N/A | N/A |
| 375th Medical Group—Scott | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |

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Hospital Environment

During this hospital stay, how often was the area around your room quiet at night?

| | Percent Most Positive Response | | | |
|---------------------------------------|--------------------------------|--------------|--------------|--------------|
| | Overall | Medical | Surgical | Obstetric |
| HCAHPS Civilian Benchmark 2008 | 54.9% | | | |
| Overall—MHS 2008 | 58.1% | 52.8% | 59.3% | 63.4% |
| Overall—MHS 2007 | 57.4% | 52.9% | 56.4% | 63.3% |
| Overall—MHS 2006 | 57.8% | 53.3% | 56.5% | 65.0% |
| Air Force, Overall | 62.1% ↑ | 59.5% | 62.5% | 64.2% |
| 1st Medical Group—Langley | | | | |
| 2008 | 52.3%* | N/A | 96.0%** | 47.5%* |
| 2007 | 61.5%* | N/A | 83.1%** | 56.4%* |
| 3rd Medical Group—Elmendorf | | | | |
| 2008 | 67.3% ↑ | 60.4%** | 69.1%* | 68.6%* |
| 2007 | 74.1% | 71.4%* | 76.2%* | 74.8%* |
| 10th Medical Group—USAF Academy CO | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | 56.8%* | 52.1%* | 62.6%* | N/A |
| 31st Medical Group—Aviano | | | | |
| 2008 | 78.5%** ↑ | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 35th Medical Group—Misawa | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 64.6%** | N/A | N/A | N/A |
| 48th Medical Group—Lakenheath | | | | |
| 2008 | 52.2%** | N/A | N/A | 26.1%** |
| 2007 | 83.9%* | N/A | N/A | 79.1%** |
| 51st Medical Group—Osan AB | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 52nd Medical Group—Spangdahlem | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 59th Med Wing—Lackland | | | | |
| 2008 | 57.7% | 54.3% | 44.6% | 70.1%* |
| 2007 | 54.9% | 47.2% | 54.6% | 66.7% |
| 60th Medical Group—Travis | | | | |
| 2008 | 63.5% ↑ | 60.8% | 64.8%* | 66.4%* |
| 2007 | 64.8% | 57.9% | 71.4%* | 69.9%* |
| 74th Medical Group—Wright-Patterson | | | | |
| 2008 | 55.6% | 51.1% | 60.2%* | 58.5%* |
| 2007 | 65.9% | 62.3% | 58.5%* | 78.4%* |
| 81st Medical Group—Keesler | | | | |
| 2008 | 59.9% | 54.0%* | 64.8%** | 66.6%** |
| 2007 | 54.0% | 46.2%* | 64.0%** | 64.5%** |

(continued)

Hospital Environment

During this hospital stay, how often was the area around your room quiet at night?
(continued)

| | Percent Most Positive Response | | | |
|--|--------------------------------|---------|----------|-----------|
| | Overall | Medical | Surgical | Obstetric |
| 89th Medical Group—Andrews | | | | |
| 2008 | 75.8%* ↑ | N/A | N/A | 54.1%** |
| 2007 | 68.5%* | 61.6%** | 70.1%** | 72.5%** |
| 96th Medical Group—Eglin | | | | |
| 2008 | 67.8% ↑ | 56.2%* | 69.3%* | 73.8%* |
| 2007 | 70.1% | 67.2%* | 68.6%* | 72.7%* |
| 99th Medical Group—O'Callaghan Hospital | | | | |
| 2008 | 69.8% ↑ | 65.7%* | 48.5%** | 83.1%* |
| 2007 | 65.9%* | 59.5%* | 66.7%** | 72.3%** |
| 366th Medical Group—Mountain Home | | | | |
| 2008 | 91.1%** ↑ | N/A | N/A | N/A |
| 2007 | 89.3%** | N/A | N/A | 86.6%** |
| 374th Medical Group—Yokota AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 375th Medical Group—Scott | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

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Composite: Discharge Information

This composite combines responses from two questions regarding discharge information.

| | Percent Most Positive Response | | | |
|--|--------------------------------|--------------|--------------|--------------|
| | Overall | Medical | Surgical | Obstetric |
| HCAHPS Civilian Benchmark 2008 | 80.9% | | | |
| Overall—MHS 2008 | 83.3% | 78.4% | 88.9% | 84.1% |
| Overall—MHS 2007 | 82.6% | 78.2% | 87.7% | 83.1% |
| Overall—MHS 2006 | 83.1% | 79.2% | 87.6% | 84.0% |
| Air Force, Overall | 84.5% ↑ | 82.1% | 89.9% | 83.9% |
| 1st Medical Group—Langley | | | | |
| 2008 | 81.6%* | N/A | 89.7%** | 83.5%* |
| 2007 | 82.0%* | N/A | 91.8%** | 78.9%* |
| 3rd Medical Group—Elmendorf | | | | |
| 2008 | 87.8% ↑ | 90.5%** | 93.0%* | 84.1%* |
| 2007 | 89.2% | 85.9%* | 89.5%* | 91.6%* |
| 10th Medical Group—USAF Academy CO | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 88.9%* | 82.6%* | 96.3%* | N/A |
| 31st Medical Group—Aviano | | | | |
| 2008 | 93.2%** ↑ | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 35th Medical Group—Misawa | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 90.8%** | N/A | N/A | N/A |
| 48th Medical Group—Lakenheath | | | | |
| 2008 | 78.2%** | N/A | N/A | 81.6%** |
| 2007 | 88.9%* | N/A | N/A | 86.0%** |
| 51st Medical Group—Osan AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 52nd Medical Group—Spangdahlem | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 59th Med Wing—Lackland | | | | |
| 2008 | 80.9% | 82.8% | 80.6% | 79.0%* |
| 2007 | 82.8% | 82.0% | 86.2% | 81.7% |
| 60th Medical Group—Travis | | | | |
| 2008 | 86.1% ↑ | 79.4%* | 92.0%* | 90.4%* |
| 2007 | 87.3% | 85.3% | 89.6%* | 88.2%* |
| 74th Medical Group—Wright-Patterson | | | | |
| 2008 | 87.8% ↑ | 85.6% | 98.2%* | 80.8%* |
| 2007 | 90.5% | 83.7% | 96.1%* | 93.7%* |
| 81st Medical Group—Keesler | | | | |
| 2008 | 83.4% | 76.8%* | 98.9%** | 84.4%** |
| 2007 | 87.0% | 84.2%* | 84.8%** | 92.1%** |

(continued)

Composite: Discharge Information (continued)

This composite combines responses from two questions regarding discharge information.

| | Percent Most Positive Response | | | |
|---|--------------------------------|---------|----------|-----------|
| | Overall | Medical | Surgical | Obstetric |
| 89th Medical Group—Andrews | | | | |
| 2008 | 86.7%* | N/A | N/A | 87.2%** |
| 2007 | 86.0%* | 82.3%** | 83.5%** | 91.6%** |
| 96th Medical Group—Eglin | | | | |
| 2008 | 88.8% ↑ | 91.1%* | 97.6%* | 83.5%* |
| 2007 | 84.9% | 76.9%* | 97.3%* | 83.1%* |
| 99th Medical Group—O’Callaghan Hospital | | | | |
| 2008 | 81.7% | 76.6%* | 86.6%** | 87.0%* |
| 2007 | 86.3%* | 79.0%* | N/A | 91.2%** |
| 366th Medical Group—Mountain Home | | | | |
| 2008 | 88.7%** | N/A | N/A | N/A |
| 2007 | 83.8%** | N/A | N/A | 79.8%** |
| 374th Medical Group—Yokota AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 375th Medical Group—Scott | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

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**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the 2008 HCAHPS civilian score. Your MHS score is: higher ↑ or lower ↓ than the HCAHPS benchmark.

Composite: Discharge Information

During this hospital stay, did doctors, nurses or other hospital staff talk with you about whether you would have the help you needed when you left the hospital?

| | Percent Most Positive Response | | | |
|--|--------------------------------|--------------|--------------|--------------|
| | Overall | Medical | Surgical | Obstetric |
| HCAHPS Civilian Benchmark 2008 | 78.1% | | | |
| Overall—MHS 2008 | 78.4% | 75.6% | 86.2% | 75.2% |
| Overall—MHS 2007 | 77.4% | 75.7% | 85.5% | 72.6% |
| Overall—MHS 2006 | 78.2% | 76.0% | 85.1% | 75.2% |
| Air Force, Overall | 79.3% | 79.6% | 86.4% | 75.5% |
| 1st Medical Group—Langley | | | | |
| 2008 | 74.8%* | N/A | N/A | 74.6%* |
| 2007 | 67.8%* | N/A | 88.5%** | 61.3%* |
| 3rd Medical Group—Elmendorf | | | | |
| 2008 | 82.4% | 89.7%** | 87.6%* | 77.0%* |
| 2007 | 86.6% | 79.4%* | 98.3%* | 83.2%* |
| 10th Medical Group—USAF Academy CO | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | 90.6%* | 85.6%* | 96.4%* | N/A |
| 31st Medical Group—Aviano | | | | |
| 2008 | 86.3%** | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 35th Medical Group—Misawa | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 93.9%** | N/A | N/A | N/A |
| 48th Medical Group—Lakenheath | | | | |
| 2008 | 61.5%** | N/A | N/A | 63.2%** |
| 2007 | 79.6%* | N/A | N/A | 72.1%** |
| 51st Medical Group—Osan AB | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 52nd Medical Group—Spangdahlem | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 59th Med Wing—Lackland | | | | |
| 2008 | 76.3% | 77.4% | 78.0% | 74.0%* |
| 2007 | 77.6% | 78.0% | 91.6% | 67.9% |
| 60th Medical Group—Travis | | | | |
| 2008 | 80.8% | 75.3%* | 86.9%* | 83.4%* |
| 2007 | 81.2% | 80.3% | 86.7%* | 76.4%* |
| 74th Medical Group—Wright-Patterson | | | | |
| 2008 | 83.9% | 85.6% | 98.2%* | 66.8%* |
| 2007 | 87.7% | 77.0% | 94.9%* | 93.9%* |
| 81st Medical Group—Keesler | | | | |
| 2008 | 81.9% | 70.8%* | 97.8%** | 90.1%** |
| 2007 | 83.5% | 83.9%* | 79.3%** | 84.1%** |

(continued)

Composite: Discharge Information

During this hospital stay, did doctors, nurses or other hospital staff talk with you about whether you would have the help you needed when you left the hospital? (continued)

| | Percent Most Positive Response | | | |
|--|--------------------------------|---------|----------|-----------|
| | Overall | Medical | Surgical | Obstetric |
| 89th Medical Group—Andrews | | | | |
| 2008 | 84.5%* | N/A | N/A | 89.5%** |
| 2007 | 73.9%* | 71.5%** | 67.0%** | 83.2%** |
| 96th Medical Group—Eglin | | | | |
| 2008 | 81.5% | 87.0%* | 100%* | 70.0%* |
| 2007 | 77.7% | 78.2%* | 97.8%* | 67.1%* |
| 99th Medical Group—O'Callaghan Hospital | | | | |
| 2008 | 77.9% | 79.0%* | 75.9%** | 77.2%* |
| 2007 | 80.1%* | 73.5%* | N/A | 82.4%** |
| 366th Medical Group—Mountain Home | | | | |
| 2008 | 80.4%** | N/A | N/A | N/A |
| 2007 | 73.3%** | N/A | N/A | 66.7%** |
| 374th Medical Group—Yokota AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 375th Medical Group—Scott | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the 2008 HCAHPS civilian score. Your MHS score is: higher ↑ or lower ↓ than the HCAHPS benchmark.

Composite: Discharge Information

During this hospital stay, did you get information in writing about what symptoms or health problems to look out for after you left the hospital?

| | Percent Most Positive Response | | | |
|--|--------------------------------|--------------|--------------|--------------|
| | Overall | Medical | Surgical | Obstetric |
| HCAHPS Civilian Benchmark 2008 | 83.7% | | | |
| Overall—MHS 2008 | 88.1% | 81.3% | 91.5% | 93.1% |
| Overall—MHS 2007 | 87.7% | 80.6% | 90.0% | 93.6% |
| Overall—MHS 2006 | 87.4% | 80.8% | 89.1% | 94.2% |
| Air Force, Overall | 89.8% ↑ | 84.6% | 93.3% | 92.3% |
| 1st Medical Group—Langley | | | | |
| 2008 | 88.4%* | N/A | 85.4%** | 92.4%* |
| 2007 | 96.2%* | N/A | 95.2%** | 96.4%* |
| 3rd Medical Group—Elmendorf | | | | |
| 2008 | 93.2% ↑ | 91.2%** | 98.4%* | 91.1%* |
| 2007 | 91.8% | 92.3%* | 80.6%* | 100%* |
| 10th Medical Group—USAF Academy CO | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 87.3%* | 79.5%* | 96.3%* | N/A |
| 31st Medical Group—Aviano | | | | |
| 2008 | 100%** ↑ | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 35th Medical Group—Misawa | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | 87.8%** | N/A | N/A | N/A |
| 48th Medical Group—Lakenheath | | | | |
| 2008 | 94.8%** ↑ | N/A | N/A | 100%** |
| 2007 | 98.1%* | N/A | N/A | 100%** |
| 51st Medical Group—Osan AB | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 52nd Medical Group—Spangdahlem | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 59th Med Wing—Lackland | | | | |
| 2008 | 85.6% | 88.1% | 83.1% | 84.1%* |
| 2007 | 88.0% | 86.1% | 80.8% | 95.4% |
| 60th Medical Group—Travis | | | | |
| 2008 | 91.5% ↑ | 83.5%* | 97.1%* | 97.4%* |
| 2007 | 93.4% | 90.3% | 92.4%* | 100%** |
| 74th Medical Group—Wright-Patterson | | | | |
| 2008 | 91.8% ↑ | 85.6% | 98.2%* | 94.7%* |
| 2007 | 93.4% | 90.3% | 97.3%* | 93.5%* |
| 81st Medical Group—Keesler | | | | |
| 2008 | 85.0% | 82.8%* | 100%** | 78.7%** |
| 2007 | 90.6% | 84.4%* | 90.4%** | 100%** |

(continued)

Composite: Discharge Information

During this hospital stay, did you get information in writing about what symptoms or health problems to look out for after you left the hospital? (continued)

| | Percent Most Positive Response | | | |
|--|--------------------------------|---------|----------|-----------|
| | Overall | Medical | Surgical | Obstetric |
| 89th Medical Group—Andrews | | | | |
| 2008 | 88.8%* | N/A | N/A | 84.9%** |
| 2007 | 98.1%* | 93.1%** | 100%** | 100%** |
| 96th Medical Group—Eglin | | | | |
| 2008 | 96.1% ↑ | 95.3%* | 95.1%* | 96.9%* |
| 2007 | 92.1% | 75.6%* | 96.7%* | 99.1%* |
| 99th Medical Group—O’Callaghan Hospital | | | | |
| 2008 | 85.6% | 74.2%* | 97.2%** | 96.8%* |
| 2007 | 92.5%* | 84.5%* | N/A | 100%** |
| 366th Medical Group—Mountain Home | | | | |
| 2008 | 97.0%** ↑ | N/A | N/A | N/A |
| 2007 | 94.4%** | N/A | N/A | 92.9%** |
| 374th Medical Group—Yokota AB | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 375th Medical Group—Scott | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the 2008 HCAHPS civilian score. Your MHS score is: higher ↑ or lower ↓ than the HCAHPS benchmark.

Air Force Report:
DoD Composites and Questions

Composite: Your Family and Friends

This composite combines responses from two questions about communications with family and close friends.

| | Percent Most Positive Response | | | |
|-------------------------------------|--------------------------------|--------------|--------------|--------------|
| | Overall | Medical | Surgical | Obstetric |
| Overall—MHS 2008 | 82.2% | 83.2% | 87.2% | 77.2% |
| Overall—MHS 2007 | 80.5% | 82.4% | 84.7% | 75.5% |
| Air Force, Overall | 84.6% | 89.8% | 86.1% | 79.9% |
| 1st Medical Group—Langley | | | | |
| 2008 | 78.0%* | N/A | N/A | 73.3%* |
| 2007 | 76.7%* | N/A | 72.7%** | 78.3%* |
| 3rd Medical Group—Elmendorf | | | | |
| 2008 | 86.5% | 95.6%** | 99.3%* | 77.0%* |
| 2007 | 83.1%* | 85.0%* | 90.8%** | 77.9%* |
| 10th Medical Group—USAF Academy CO | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 90.6%* | 87.1%* | 94.7%** | N/A |
| 31st Medical Group—Aviano | | | | |
| 2008 | 80.6%** | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 35th Medical Group—Misawa | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 91.1%** | N/A | N/A | N/A |
| 48th Medical Group—Lakenheath | | | | |
| 2008 | 88.0%** | N/A | N/A | 85.9%** |
| 2007 | 86.1%* | N/A | N/A | 90.6%** |
| 51st Medical Group—Osan AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 52nd Medical Group—Spangdahlem | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 59th Med Wing—Lackland | | | | |
| 2008 | 84.0% | 90.9% | 78.6% | 80.0%* |
| 2007 | 80.8% | 80.6% | 83.1% | 79.5% |
| 60th Medical Group—Travis | | | | |
| 2008 | 87.3% | 92.9%* | 83.5%* | 83.2%* |
| 2007 | 87.1% | 91.7%* | 89.3%* | 77.6%* |
| 74th Medical Group—Wright-Patterson | | | | |
| 2008 | 87.0% | 94.5% | 82.5%* | 80.8%* |
| 2007 | 91.0% | 86.0% | 93.6%* | 94.7%* |
| 81st Medical Group—Keesler | | | | |
| 2008 | 89.7%* | 98.2%* | 85.6%** | 78.8%** |
| 2007 | 89.2% | 94.4%* | 88.9%** | 81.9%** |

(continued)

Composite: Your Family and Friends

This composite combines responses from two questions about communications with family and close friends. (continued)

| | Percent Most Positive Response | | | |
|--|--------------------------------|---------|----------|-----------|
| | Overall | Medical | Surgical | Obstetric |
| 89th Medical Group—Andrews | | | | |
| 2008 | 78.3%* | N/A | N/A | 78.5%** |
| 2007 | 83.4%* | 54.9%** | 97.6%** | 86.9%** |
| 96th Medical Group—Eglin | | | | |
| 2008 | 80.5% | 81.1%* | 80.1%* | 80.3%* |
| 2007 | 81.5% | 91.2%* | 90.6%* | 72.0%* |
| 99th Medical Group—O’Callaghan Hospital | | | | |
| 2008 | 81.7% | 82.2%* | 98.6%** | 75.3%* |
| 2007 | 91.9%* | 89.3%* | 91.0%** | 94.7%** |
| 366th Medical Group—Mountain Home | | | | |
| 2008 | 92.9%** | N/A | N/A | N/A |
| 2007 | 81.3%** | N/A | N/A | 80.8%** |
| 374th Medical Group—Yokota AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 375th Medical Group—Scott | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the service (e.g., Air Force). Your MHS score is: higher ↑ or lower ↓ than the overall score for the service.

Composite: Your Family and Friends

How often did doctors treat your family or close friend with courtesy and respect?

| | Percent Most Positive Response | | | |
|--|--------------------------------|--------------|--------------|--------------|
| | Overall | Medical | Surgical | Obstetric |
| Overall—MHS 2008 | 84.1% | 83.9% | 89.9% | 79.9% |
| Overall—MHS 2007 | 82.7% | 83.5% | 87.9% | 78.0% |
| Air Force, Overall | 86.5% | 90.3% | 89.6% | 82.0% |
| 1st Medical Group—Langley | | | | |
| 2008 | 79.4%* | N/A | N/A | 75.1%* |
| 2007 | 76.8%* | N/A | 72.1%** | 79.3%* |
| 3rd Medical Group—Elmendorf | | | | |
| 2008 | 86.2% | 97.1%** | 100%* | 75.8%* |
| 2007 | 85.4%* | 85.0%* | 91.9%** | 82.4%* |
| 10th Medical Group—USAF Academy CO | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | 91.7%* | 88.0%* | 95.9%** | N/A |
| 31st Medical Group—Aviano | | | | |
| 2008 | 76.6%** | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 35th Medical Group—Misawa | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | 94.0%** | N/A | N/A | N/A |
| 48th Medical Group—Lakenheath | | | | |
| 2008 | 96.9%** ↑ | N/A | N/A | 100%** |
| 2007 | 91.7%* | N/A | N/A | 93.5%** |
| 51st Medical Group—Osan AB | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 52nd Medical Group—Spangdahlem | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 59th Med Wing—Lackland | | | | |
| 2008 | 87.8% | 91.2% | 88.0% | 84.0%* |
| 2007 | 83.6% | 84.9% | 86.4% | 80.1% |
| 60th Medical Group—Travis | | | | |
| 2008 | 89.1% | 95.5%* | 85.1%* | 83.9%* |
| 2007 | 88.5% | 90.9%* | 91.6%* | 81.2%** |
| 74th Medical Group—Wright-Patterson | | | | |
| 2008 | 86.4% | 91.9% | 85.1%* | 79.7%* |
| 2007 | 92.1% | 88.2%* | 95.8%* | 93.5%* |
| 81st Medical Group—Keesler | | | | |
| 2008 | 90.1%* | 98.8%* | 76.5%** | 84.0%** |
| 2007 | 91.4% | 93.8%* | 88.3%** | 88.6%** |

(continued)

Composite: Your Family and Friends

How often did doctors treat your family or close friend with courtesy and respect?
(continued)

| | Percent Most Positive Response | | | |
|--|--------------------------------|---------|----------|-----------|
| | Overall | Medical | Surgical | Obstetric |
| 89th Medical Group—Andrews | | | | |
| 2008 | 78.8%* | N/A | N/A | 78.5%** |
| 2007 | 83.5%* | 52.0%** | 97.5%** | 89.5%** |
| 96th Medical Group—Eglin | | | | |
| 2008 | 82.7% | 81.5%* | 85.5%* | 82.1%* |
| 2007 | 81.1% | 87.4%* | 92.2%* | 72.6%* |
| 99th Medical Group—O’Callaghan Hospital | | | | |
| 2008 | 83.1% | 84.5%* | 100%** | 75.5%* |
| 2007 | 91.0%* | 86.2%* | 94.0%** | 94.7%** |
| 366th Medical Group—Mountain Home | | | | |
| 2008 | 92.9%** | N/A | N/A | N/A |
| 2007 | 83.5%** | N/A | N/A | 86.9%** |
| 374th Medical Group—Yokota AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 375th Medical Group—Scott | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the service (e.g., Air Force). Your MHS score is: higher ↑ or lower ↓ than the overall score for the service.

Composite: Your Family and Friends

During this hospital stay, how often did nurses treat your family or close friend with courtesy and respect?

| | Percent Most Positive Response | | | |
|-------------------------------------|--------------------------------|--------------|--------------|--------------|
| | Overall | Medical | Surgical | Obstetric |
| Overall—MHS 2008 | 80.3% | 82.5% | 84.5% | 74.6% |
| Overall—MHS 2007 | 78.3% | 81.3% | 81.4% | 72.9% |
| Air Force, Overall | 82.8% | 89.2% | 82.6% | 77.9% |
| 1st Medical Group—Langley | | | | |
| 2008 | 76.6%* | N/A | N/A | 71.6%* |
| 2007 | 76.7%* | N/A | 73.2%** | 77.3%* |
| 3rd Medical Group—Elmendorf | | | | |
| 2008 | 86.7% | 94.2%** | 98.6%* | 78.1%* |
| 2007 | 80.8%* | 84.9%* | 89.7%** | 73.5%* |
| 10th Medical Group—USAF Academy CO | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | 89.6%* | 86.2%* | 93.6%** | N/A |
| 31st Medical Group—Aviano | | | | |
| 2008 | 84.5%** | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 35th Medical Group—Misawa | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | 88.1%** | N/A | N/A | N/A |
| 48th Medical Group—Lakenheath | | | | |
| 2008 | 79.0%** | N/A | N/A | 71.8%** |
| 2007 | 80.5%* | N/A | N/A | 87.8%** |
| 51st Medical Group—Osan AB | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 52nd Medical Group—Spangdahlem | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 59th Med Wing—Lackland | | | | |
| 2008 | 80.3% | 90.6% | 69.1% | 75.9%* |
| 2007 | 78.0% | 76.3% | 79.9% | 78.9% |
| 60th Medical Group—Travis | | | | |
| 2008 | 85.6% | 90.2%* | 81.9%* | 82.4%* |
| 2007 | 85.7% | 92.5%* | 87.0%* | 74.1%* |
| 74th Medical Group—Wright-Patterson | | | | |
| 2008 | 87.7% | 97.1% | 80.0%* | 82.0%* |
| 2007 | 89.9% | 83.8%* | 91.4%* | 95.8%* |
| 81st Medical Group—Keesler | | | | |
| 2008 | 89.3%* | 97.6%* | 94.7%** | 73.6%** |
| 2007 | 87.1% | 94.9%* | 89.4%** | 75.2%** |

(continued)

Composite: Your Family and Friends

During this hospital stay, how often did nurses treat your family or close friend with courtesy and respect? (continued)

| | Percent Most Positive Response | | | |
|--|--------------------------------|---------|----------|-----------|
| | Overall | Medical | Surgical | Obstetric |
| 89th Medical Group—Andrews | | | | |
| 2008 | 77.8%* | N/A | N/A | 78.5%** |
| 2007 | 83.4%* | 57.7%** | 97.7%** | 84.2%** |
| 96th Medical Group—Eglin | | | | |
| 2008 | 78.2% | 80.6%* | 74.8%* | 78.4%* |
| 2007 | 81.9% | 95.0%* | 89.0%* | 71.4%* |
| 99th Medical Group—O'Callaghan Hospital | | | | |
| 2008 | 80.3% | 79.8%* | 97.3%** | 75.1%* |
| 2007 | 92.8%* | 92.4%* | 88.0%** | 94.7%** |
| 366th Medical Group—Mountain Home | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 79.1%** | N/A | N/A | 74.7%** |
| 374th Medical Group—Yokota AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 375th Medical Group—Scott | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the service (e.g., Air Force). Your MHS score is: higher ↑ or lower ↓ than the overall score for the service.

Composite: Interaction with Other Hospital Staff

This composite combines responses from eight questions about interactions with other hospital staff.

| | Percent Most Positive Response | | | |
|-------------------------------------|--------------------------------|--------------|--------------|--------------|
| | Overall | Medical | Surgical | Obstetric |
| Overall—MHS 2008 | 72.8% | 72.0% | 77.4% | 69.2% |
| Overall—MHS 2007 | 69.6% | 70.6% | 74.0% | 62.8% |
| Air Force, Overall | 70.3% | 72.7% | 73.8% | 65.1% |
| 1st Medical Group—Langley | | | | |
| 2008 | 65.1%* | N/A | 88.9%** | 54.7%* |
| 2007 | 61.0%* | N/A | 53.7%** | 63.3%* |
| 3rd Medical Group—Elmendorf | | | | |
| 2008 | 72.8% | 81.3%** | 84.1%* | 58.0%* |
| 2007 | 68.4% | 75.0%* | 78.7%* | 41.2%* |
| 10th Medical Group—USAF Academy CO | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 68.6%* | 64.9%* | 75.7%* | N/A |
| 31st Medical Group—Aviano | | | | |
| 2008 | 70.6%** | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 35th Medical Group—Misawa | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 53.0%** | N/A | N/A | N/A |
| 48th Medical Group—Lakenheath | | | | |
| 2008 | 68.0%** | N/A | N/A | 60.4%** |
| 2007 | 61.5%* | N/A | N/A | 57.0%** |
| 51st Medical Group—Osan AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 52nd Medical Group—Spangdahlem | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 59th Med Wing—Lackland | | | | |
| 2008 | 67.3% | 71.9% | 60.3% | 63.8%* |
| 2007 | 67.6% | 72.7% | 70.0% | 55.2% |
| 60th Medical Group—Travis | | | | |
| 2008 | 80.3% ↑ | 80.2% | 82.9%* | 79.5%* |
| 2007 | 67.7% | 67.7% | 73.0%* | 67.0%* |
| 74th Medical Group—Wright-Patterson | | | | |
| 2008 | 74.1% | 76.8% | 72.0%* | 71.9%* |
| 2007 | 70.0% | 64.1% | 76.7%* | 77.8%* |
| 81st Medical Group—Keesler | | | | |
| 2008 | 69.3% | 71.3%* | 73.0%** | 68.6%** |
| 2007 | 72.3% | 74.8%* | 77.3%** | 61.7%** |

(continued)

Composite: Interaction with Other Hospital Staff

This composite combines responses from eight questions about interactions with other hospital staff. (continued)

| | Percent Most Positive Response | | | |
|---|--------------------------------|---------|----------|-----------|
| | Overall | Medical | Surgical | Obstetric |
| 89th Medical Group—Andrews | | | | |
| 2008 | 74.3%* | N/A | N/A | 72.2%** |
| 2007 | 72.1%* | 76.2%** | 74.4%** | 60.7%** |
| 96th Medical Group—Eglin | | | | |
| 2008 | 68.7% | 72.1%* | 73.5%* | 62.2%* |
| 2007 | 67.9% | 71.4%* | 76.6%* | 60.7%* |
| 99th Medical Group—O’Callaghan Hospital | | | | |
| 2008 | 65.8% | 61.2%* | 80.7%** | 69.0%* |
| 2007 | 72.4%* | 72.0%* | 83.3%** | 63.8%** |
| 366th Medical Group—Mountain Home | | | | |
| 2008 | 73.1%** | N/A | N/A | N/A |
| 2007 | 54.5%** | N/A | N/A | N/A |
| 374th Medical Group—Yokota AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 375th Medical Group—Scott | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the service (e.g., Air Force). Your MHS score is: higher ↑ or lower ↓ than the overall score for the service.

Composite: Interaction with Other Hospital Staff

How often did the staff who took blood from you treat you with courtesy and respect?

| | Percent Most Positive Response | | | |
|-------------------------------------|--------------------------------|--------------|--------------|--------------|
| | Overall | Medical | Surgical | Obstetric |
| Overall—MHS 2008 | 83.0% | 83.2% | 85.8% | 80.1% |
| Overall—MHS 2007 | 75.5% | 81.3% | 81.4% | 61.5% |
| Air Force, Overall | 82.0% | 84.7% | 84.7% | 77.5% |
| 1st Medical Group—Langley | | | | |
| 2008 | 75.1%* | N/A | N/A | 68.2%* |
| 2007 | 69.5%* | N/A | N/A | 70.9%* |
| 3rd Medical Group—Elmendorf | | | | |
| 2008 | 82.9%* | 91.7%** | 98.4%* | 65.4%** |
| 2007 | 73.8%* | 88.4%* | 68.3%** | 61.1%** |
| 10th Medical Group—USAF Academy CO | | | | |
| 2008 | N/A ↓ | N/A | N/A | N/A |
| 2007 | 87.1%* | 86.5%* | 88.4%** | N/A |
| 31st Medical Group—Aviano | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 35th Medical Group—Misawa | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 48th Medical Group—Lakenheath | | | | |
| 2008 | 76.8%** | N/A | N/A | 65.5%** |
| 2007 | 68.7%** | N/A | N/A | 58.8%** |
| 51st Medical Group—Osan AB | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 52nd Medical Group—Spangdahlem | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 59th Med Wing—Lackland | | | | |
| 2008 | 75.4% ↓ | 82.2% | 65.7% | 72.4%* |
| 2007 | 76.3% | 85.0% | 76.8% | 58.8%* |
| 60th Medical Group—Travis | | | | |
| 2008 | 93.8% ↑ | 94.6% | 98.0%* | 86.6%** |
| 2007 | 76.9% | 78.2% | 87.2%* | 61.0%** |
| 74th Medical Group—Wright-Patterson | | | | |
| 2008 | 85.3% | 90.4% | 78.5%* | 81.8%* |
| 2007 | 80.0% | 78.1% | 92.9%* | 69.7%* |
| 81st Medical Group—Keesler | | | | |
| 2008 | 83.7%* | 83.2%* | 94.9%** | 76.7%** |
| 2007 | 80.7% | 86.0%* | 84.4%** | 67.2%** |

(continued)

Composite: Interaction with Other Hospital Staff

How often did the staff who took blood from you treat you with courtesy and respect?
(continued)

| | Percent Most Positive Response | | | |
|--|--------------------------------|---------|----------|-----------|
| | Overall | Medical | Surgical | Obstetric |
| 89th Medical Group—Andrews | | | | |
| 2008 | 81.9%* | N/A | N/A | N/A |
| 2007 | 86.0%* | 96.4%** | 85.7%** | N/A |
| 96th Medical Group—Eglin | | | | |
| 2008 | 84.4% | 87.0%* | 90.7%** | 80.1%* |
| 2007 | 75.4% | 80.8%* | 83.8%* | 68.8%* |
| 99th Medical Group—O'Callaghan Hospital | | | | |
| 2008 | 77.7% | 74.7%* | N/A | 80.4%** |
| 2007 | 78.2%* | 78.2%* | N/A | N/A |
| 366th Medical Group—Mountain Home | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 70.6%** | N/A | N/A | N/A |
| 374th Medical Group—Yokota AB | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 375th Medical Group—Scott | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

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**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

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Composite: Interaction with Other Hospital Staff

How often did the staff who took blood from you do this without causing you too much pain?

| | Percent Most Positive Response | | | |
|-------------------------------------|--------------------------------|--------------|--------------|--------------|
| | Overall | Medical | Surgical | Obstetric |
| Overall—MHS 2008 | 52.0% | 49.5% | 57.5% | 50.7% |
| Overall—MHS 2007 | 48.9% | 47.2% | 53.9% | 47.0% |
| Air Force, Overall | 46.6% | 44.9% | 50.8% | 46.1% |
| 1st Medical Group—Langley | | | | |
| 2008 | 35.4%* | N/A | N/A | 24.2%* |
| 2007 | 46.0%* | N/A | N/A | 50.1%* |
| 3rd Medical Group—Elmendorf | | | | |
| 2008 | 61.1%* ↑ | 70.0%** | 76.7%* | 43.8%* |
| 2007 | 54.1%* | 60.9%* | 63.0%** | 38.6%** |
| 10th Medical Group—USAF Academy CO | | | | |
| 2008 | N/A ↓ | N/A | N/A | N/A |
| 2007 | 43.3%* | 37.8%* | 55.3%** | N/A |
| 31st Medical Group—Aviano | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 35th Medical Group—Misawa | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 48th Medical Group—Lakenheath | | | | |
| 2008 | 41.3%** | N/A | N/A | 25.4%** |
| 2007 | 47.3%** | N/A | N/A | 47.3%** |
| 51st Medical Group—Osan AB | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 52nd Medical Group—Spangdahlem | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 59th Med Wing—Lackland | | | | |
| 2008 | 41.9% | 39.7% | 38.6% | 47.7%* |
| 2007 | 46.5% | 47.4% | 49.7% | 42.4%* |
| 60th Medical Group—Travis | | | | |
| 2008 | 59.7% ↑ | 54.3% | 61.2%* | 69.8%** |
| 2007 | 40.8% | 41.1% | 38.3%* | 43.0%** |
| 74th Medical Group—Wright-Patterson | | | | |
| 2008 | 48.6% | 43.5% | 46.0%* | 60.0%* |
| 2007 | 52.9% | 44.4% | 64.3%* | 55.6%** |
| 81st Medical Group—Keesler | | | | |
| 2008 | 36.1%* | 40.5%* | 24.3%** | 35.5%** |
| 2007 | 45.4% | 40.6%* | 53.7%** | 52.2%** |

(continued)

Composite: Interaction with Other Hospital Staff

How often did the staff who took blood from you do this without causing you too much pain? (continued)

| | Percent Most Positive Response | | | |
|--|--------------------------------|---------|----------|-----------|
| | Overall | Medical | Surgical | Obstetric |
| 89th Medical Group—Andrews | | | | |
| 2008 | 50.0%* | N/A | N/A | N/A |
| 2007 | 39.3%* | 35.0%** | 42.4%** | N/A |
| 96th Medical Group—Eglin | | | | |
| 2008 | 49.1% | 54.3%* | 35.3%** | 51.1%* |
| 2007 | 47.9% | 44.2%* | 56.6%* | 47.0%* |
| 99th Medical Group—O'Callaghan Hospital | | | | |
| 2008 | 37.6% | 28.5%* | N/A | 56.5%** |
| 2007 | 50.5%* | 44.9%* | N/A | N/A |
| 366th Medical Group—Mountain Home | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 34.5%** | N/A | N/A | N/A |
| 374th Medical Group—Yokota AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 375th Medical Group—Scott | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |

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Composite: Interaction with Other Hospital Staff

During this hospital stay, how often did staff check your identification band before taking your blood?

| | Percent Most Positive Response | | | |
|-------------------------------------|--------------------------------|--------------|--------------|--------------|
| | Overall | Medical | Surgical | Obstetric |
| Overall—MHS 2008 | 77.8% | 75.9% | 82.9% | 76.1% |
| Overall—MHS 2007 | 73.2% | 73.1% | 78.7% | 68.6% |
| Air Force, Overall | 72.8% | 74.2% | 79.0% | 67.8% |
| 1st Medical Group—Langley | | | | |
| 2008 | 67.1%* | N/A | N/A | 60.1%* |
| 2007 | 57.1%* | N/A | N/A | 59.1%* |
| 3rd Medical Group—Elmendorf | | | | |
| 2008 | 81.1%* | 85.8%** | 98.4%** | 65.2%* |
| 2007 | 71.2%* | 78.1%* | 90.2%** | 46.2%** |
| 10th Medical Group—USAF Academy CO | | | | |
| 2008 | N/A ↓ | N/A | N/A | N/A |
| 2007 | 59.7%* | 61.4%* | 55.7%** | N/A |
| 31st Medical Group—Aviano | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 35th Medical Group—Misawa | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 48th Medical Group—Lakenheath | | | | |
| 2008 | 74.3%** | N/A | N/A | 68.0%** |
| 2007 | 48.8%** | N/A | N/A | 46.6%** |
| 51st Medical Group—Osan AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 52nd Medical Group—Spangdahlem | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 59th Med Wing—Lackland | | | | |
| 2008 | 69.4% | 75.4% | 62.7% | 65.3%* |
| 2007 | 66.2% | 71.1% | 75.5% | 49.9%* |
| 60th Medical Group—Travis | | | | |
| 2008 | 79.2% | 76.6% | 85.1%* | 78.0%** |
| 2007 | 67.8% | 65.8% | 69.4%* | 70.8%** |
| 74th Medical Group—Wright-Patterson | | | | |
| 2008 | 78.4% | 84.5% | 87.1%* | 60.9%* |
| 2007 | 71.4% | 68.2% | 71.9%* | 76.1%** |
| 81st Medical Group—Keesler | | | | |
| 2008 | 67.8%* | 68.3%* | 67.7%** | 66.9%** |
| 2007 | 78.4% | 82.7%* | 70.4%** | 72.7%** |

(continued)

Composite: Interaction with Other Hospital Staff

During this hospital stay, how often did staff check your identification band before taking your blood? (continued)

| | Percent Most Positive Response | | | |
|--|--------------------------------|---------|----------|-----------|
| | Overall | Medical | Surgical | Obstetric |
| 89th Medical Group—Andrews | | | | |
| 2008 | 73.6%* | N/A | N/A | N/A |
| 2007 | 68.2%* | 76.4%** | 70.1%** | N/A |
| 96th Medical Group—Eglin | | | | |
| 2008 | 75.3% | 72.9%* | 98.4%** | 67.4%* |
| 2007 | 72.1% | 76.7%* | 81.7%* | 65.6%* |
| 99th Medical Group—O'Callaghan Hospital | | | | |
| 2008 | 67.2% | 62.2%* | N/A | 71.6%** |
| 2007 | 82.5%* | 76.6%* | N/A | N/A |
| 366th Medical Group—Mountain Home | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 53.3%** | N/A | N/A | N/A |
| 374th Medical Group—Yokota AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 375th Medical Group—Scott | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |

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Composite: Interaction with Other Hospital Staff

How often did the staff starting your IVs treat you with courtesy and respect?

| | Percent Most Positive Response | | | |
|-------------------------------------|--------------------------------|--------------|--------------|--------------|
| | Overall | Medical | Surgical | Obstetric |
| Overall—MHS 2008 | 82.2% | 82.3% | 86.7% | 78.4% |
| Overall—MHS 2007 | 80.7% | 82.7% | 83.8% | 76.1% |
| Air Force, Overall | 83.4% | 87.3% | 87.7% | 78.1% |
| 1st Medical Group—Langley | | | | |
| 2008 | 75.6%* | N/A | 96.0%** | 70.4%* |
| 2007 | 82.5%* | N/A | 78.4%** | 83.5%* |
| 3rd Medical Group—Elmendorf | | | | |
| 2008 | 77.5% | 78.9%** | 89.1%* | 70.2%* |
| 2007 | 83.9% | 92.1%* | 94.8%* | 67.1%* |
| 10th Medical Group—USAF Academy CO | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | 92.0%* | 89.8%* | 94.5%* | N/A |
| 31st Medical Group—Aviano | | | | |
| 2008 | 90.6%** | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 35th Medical Group—Misawa | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 48th Medical Group—Lakenheath | | | | |
| 2008 | 72.7%** | N/A | N/A | 58.3%** |
| 2007 | 87.7%* | N/A | N/A | 82.4%** |
| 51st Medical Group—Osan AB | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 52nd Medical Group—Spangdahlem | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 59th Med Wing—Lackland | | | | |
| 2008 | 80.8% | 85.6% | 76.7% | 77.8%* |
| 2007 | 80.8% | 89.4% | 81.3% | 68.6% |
| 60th Medical Group—Travis | | | | |
| 2008 | 91.0% ↑ | 92.8%* | 94.0%* | 85.4%* |
| 2007 | 83.8% | 86.2% | 92.6%* | 69.0%* |
| 74th Medical Group—Wright-Patterson | | | | |
| 2008 | 91.6% ↑ | 90.3% | 93.2%* | 91.9%* |
| 2007 | 84.7% | 79.4%* | 87.6%* | 88.2%* |
| 81st Medical Group—Keesler | | | | |
| 2008 | 91.2%* ↑ | 97.3%* | 97.7%** | 77.1%** |
| 2007 | 83.1% | 85.3%* | 89.9%** | 77.9%** |

(continued)

Composite: Interaction with Other Hospital Staff

How often did the staff starting your IVs treat you with courtesy and respect?
(continued)

| | Percent Most Positive Response | | | |
|--|--------------------------------|---------|----------|-----------|
| | Overall | Medical | Surgical | Obstetric |
| 89th Medical Group—Andrews | | | | |
| 2008 | 87.0%* | N/A | N/A | 86.7%** |
| 2007 | 93.2%* | 96.3%** | 90.6%** | 93.7%** |
| 96th Medical Group—Eglin | | | | |
| 2008 | 76.5% | 77.1%* | 76.4%* | 76.2%* |
| 2007 | 82.8% | 83.5%* | 93.3%* | 76.9%* |
| 99th Medical Group—O'Callaghan Hospital | | | | |
| 2008 | 85.2% | 81.8%* | 96.7%** | 85.7%* |
| 2007 | 88.4%* | 91.7%* | 88.6%** | 85.3%** |
| 366th Medical Group—Mountain Home | | | | |
| 2008 | 90.0%** | N/A | N/A | N/A |
| 2007 | 67.3%** | N/A | N/A | N/A |
| 374th Medical Group—Yokota AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 375th Medical Group—Scott | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |

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Composite: Interaction with Other Hospital Staff

How often did the staff starting your IVs do this without causing you too much pain?

| | Percent Most Positive Response | | | |
|-------------------------------------|--------------------------------|--------------|--------------|--------------|
| | Overall | Medical | Surgical | Obstetric |
| Overall—MHS 2008 | 51.5% | 49.4% | 58.6% | 47.7% |
| Overall—MHS 2007 | 50.0% | 49.3% | 56.3% | 45.4% |
| Air Force, Overall | 48.6% | 50.7% | 53.5% | 44.4% |
| 1st Medical Group—Langley | | | | |
| 2008 | 35.7%* | N/A | 67.8%** | 28.1%* |
| 2007 | 38.3%* | N/A | 40.4%** | 36.8%* |
| 3rd Medical Group—Elmendorf | | | | |
| 2008 | 46.4% | 56.7%** | 62.2%* | 33.4%* |
| 2007 | 56.2% | 66.4%* | 59.6%* | 44.3%* |
| 10th Medical Group—USAF Academy CO | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 67.8%* | 62.5%* | 74.0%* | N/A |
| 31st Medical Group—Aviano | | | | |
| 2008 | 53.9%** | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 35th Medical Group—Misawa | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 48th Medical Group—Lakenheath | | | | |
| 2008 | 35.8%** | N/A | N/A | 27.1%** |
| 2007 | 45.7%* | N/A | N/A | 53.4%** |
| 51st Medical Group—Osan AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 52nd Medical Group—Spangdahlem | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 59th Med Wing—Lackland | | | | |
| 2008 | 43.1% | 43.7% | 33.0% | 48.8%* |
| 2007 | 45.7% | 50.9% | 52.3% | 33.7% |
| 60th Medical Group—Travis | | | | |
| 2008 | 61.5% ↑ | 63.4%* | 60.8%* | 59.3%* |
| 2007 | 47.7% | 48.3% | 62.7%* | 29.1%* |
| 74th Medical Group—Wright-Patterson | | | | |
| 2008 | 59.9% ↑ | 60.3% | 60.1%* | 58.9%* |
| 2007 | 51.3% | 43.3%* | 53.4%* | 58.9%* |
| 81st Medical Group—Keesler | | | | |
| 2008 | 48.4%* | 58.2%* | 34.2%** | 42.9%** |
| 2007 | 46.7% | 38.2%* | 61.2%** | 54.5%** |

(continued)

Composite: Interaction with Other Hospital Staff

How often did the staff starting your IVs do this without causing you too much pain?
(continued)

| | Percent Most Positive Response | | | |
|--|--------------------------------|---------|----------|-----------|
| | Overall | Medical | Surgical | Obstetric |
| 89th Medical Group—Andrews | | | | |
| 2008 | 60.5%* | N/A | N/A | 55.2%** |
| 2007 | 50.0%* | 24.7%** | 59.5%** | 60.4%** |
| 96th Medical Group—Eglin | | | | |
| 2008 | 47.9% | 51.3%* | 39.7%* | 49.7%* |
| 2007 | 48.4% | 61.6%* | 52.0%* | 39.2%* |
| 99th Medical Group—O'Callaghan Hospital | | | | |
| 2008 | 47.1% | 37.4%* | 71.4%** | 51.4%* |
| 2007 | 61.9%* | 60.1%* | 71.9%** | 60.4%** |
| 366th Medical Group—Mountain Home | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 29.1%** | N/A | N/A | N/A |
| 374th Medical Group—Yokota AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 375th Medical Group—Scott | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

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Arrow represents statistically significant differences, at the 95% confidence level, from the service (e.g., Air Force). Your MHS score is:
higher ↑ or lower ↓ than the overall score for the service.

Composite: Interaction with Other Hospital Staff

During this hospital stay, how often did staff check your identification band before starting your IV?

| | Percent Most Positive Response | | | |
|-------------------------------------|--------------------------------|--------------|--------------|--------------|
| | Overall | Medical | Surgical | Obstetric |
| Overall—MHS 2008 | 73.4% | 73.5% | 80.7% | 67.1% |
| Overall—MHS 2007 | 69.9% | 72.2% | 75.3% | 62.9% |
| Air Force, Overall | 68.8% | 74.5% | 78.3% | 59.3% |
| 1st Medical Group—Langley | | | | |
| 2008 | 67.1%* | N/A | 92.4%** | 63.0%* |
| 2007 | 53.1%* | N/A | 41.5%** | 57.3%* |
| 3rd Medical Group—Elmendorf | | | | |
| 2008 | 69.9% | 85.4%** | 85.4%* | 55.1%* |
| 2007 | 62.6% | 73.7%* | 78.4%* | 39.3%* |
| 10th Medical Group—USAF Academy CO | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 64.4%* | 58.6%* | 71.2%* | N/A |
| 31st Medical Group—Aviano | | | | |
| 2008 | 68.6%** | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 35th Medical Group—Misawa | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 48th Medical Group—Lakenheath | | | | |
| 2008 | 50.3%** | N/A | N/A | 39.1%** |
| 2007 | 44.4%* | N/A | N/A | 34.4%** |
| 51st Medical Group—Osan AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 52nd Medical Group—Spangdahlem | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 59th Med Wing—Lackland | | | | |
| 2008 | 67.2% | 77.2% | 60.1% | 59.9%* |
| 2007 | 64.4% | 72.3% | 66.6% | 52.0% |
| 60th Medical Group—Travis | | | | |
| 2008 | 76.7% | 80.7%* | 83.7%* | 64.3%* |
| 2007 | 67.5% | 66.2% | 73.3%* | 63.3%* |
| 74th Medical Group—Wright-Patterson | | | | |
| 2008 | 78.2% ↑ | 83.1% | 84.9%* | 63.6%* |
| 2007 | 73.5% | 65.5%* | 82.4%* | 74.0%* |
| 81st Medical Group—Keesler | | | | |
| 2008 | 59.3%* | 59.9%* | 72.1%** | 49.5%** |
| 2007 | 71.5% | 88.0%* | 66.9%** | 51.4%** |

(continued)

Composite: Interaction with Other Hospital Staff

During this hospital stay, how often did staff check your identification band before starting your IV? (continued)

| | Percent Most Positive Response | | | |
|--|--------------------------------|---------|----------|-----------|
| | Overall | Medical | Surgical | Obstetric |
| 89th Medical Group—Andrews | | | | |
| 2008 | 73.7%* | N/A | N/A | 64.1%** |
| 2007 | 74.2%* | 88.7%** | 76.7%** | 59.0%** |
| 96th Medical Group—Eglin | | | | |
| 2008 | 73.0% | 80.4%* | 90.9%* | 60.7%* |
| 2007 | 65.5% | 72.0%* | 87.7%* | 49.9%* |
| 99th Medical Group—O’Callaghan Hospital | | | | |
| 2008 | 63.4% | 59.1%* | 93.1%** | 59.6%* |
| 2007 | 68.6%* | 74.4%* | 94.3%** | 53.0%** |
| 366th Medical Group—Mountain Home | | | | |
| 2008 | 58.4%** | N/A | N/A | N/A |
| 2007 | 49.1%** | N/A | N/A | N/A |
| 374th Medical Group—Yokota AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 375th Medical Group—Scott | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the service (e.g., Air Force). Your MHS score is: higher ↑ or lower ↓ than the overall score for the service.

Composite: Interaction with Other Hospital Staff

How often did the radiology staff treat you with courtesy and respect?

| | Percent Most Positive Response | | | |
|-------------------------------------|--------------------------------|--------------|--------------|---------------|
| | Overall | Medical | Surgical | Obstetric |
| Overall—MHS 2008 | 85.3% | 85.4% | 85.9% | 83.1% |
| Overall—MHS 2007 | 83.3% | 83.9% | 85.4% | 79.4% |
| Air Force, Overall | 85.6% | 88.4% | 81.5% | 80.5%* |
| 1st Medical Group—Langley | | | | |
| 2008 | 86.4%** | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 3rd Medical Group—Elmendorf | | | | |
| 2008 | 86.6%* | 96.4%** | 81.6%** | N/A |
| 2007 | 72.1%* | 70.3%** | 89.1%** | N/A |
| 10th Medical Group—USAF Academy CO | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | 75.5%* | 69.3%** | N/A | N/A |
| 31st Medical Group—Aviano | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 35th Medical Group—Misawa | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 48th Medical Group—Lakenheath | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 51st Medical Group—Osan AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 52nd Medical Group—Spangdahlem | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 59th Med Wing—Lackland | | | | |
| 2008 | 85.2% | 89.0% | 81.5%* | 74.4%** |
| 2007 | 86.4% | 87.3% | 87.4%* | 79.2%** |
| 60th Medical Group—Travis | | | | |
| 2008 | 96.1% ↑ | 96.2%* | 95.2%* | N/A |
| 2007 | 88.8% | 87.9%* | 90.4%* | N/A |
| 74th Medical Group—Wright-Patterson | | | | |
| 2008 | 82.8% | 90.6%* | 65.5%* | N/A |
| 2007 | 79.5% | 76.5%* | 82.0%* | N/A |
| 81st Medical Group—Keesler | | | | |
| 2008 | 86.9%* | 85.5%* | N/A | N/A |
| 2007 | 92.8%* | 94.0%* | N/A | N/A |

(continued)

Composite: Interaction with Other Hospital Staff

How often did the radiology staff treat you with courtesy and respect? (continued)

| | Percent Most Positive Response | | | |
|---|--------------------------------|---------|----------|-----------|
| | Overall | Medical | Surgical | Obstetric |
| 89th Medical Group—Andrews | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 100%** | N/A | N/A | N/A |
| 96th Medical Group—Eglin | | | | |
| 2008 | 82.0%* | 88.3%* | N/A | N/A |
| 2007 | 77.8%* | 85.7%* | 72.8%** | N/A |
| 99th Medical Group—O'Callaghan Hospital | | | | |
| 2008 | 76.6%* | 77.9%* | N/A | N/A |
| 2007 | 77.7%* | 74.7%* | N/A | N/A |
| 366th Medical Group—Mountain Home | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 374th Medical Group—Yokota AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 375th Medical Group—Scott | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the service (e.g., Air Force). Your MHS score is: higher ↑ or lower ↓ than the overall score for the service.

Composite: Interaction with Other Hospital Staff

During this hospital stay, how often did staff check your identification band before doing an X-ray, a CAT scan, an MRI, an ultrasound or any other radiological test or treatment?

| | Percent Most Positive Response | | | |
|-------------------------------------|--------------------------------|--------------|--------------|---------------|
| | Overall | Medical | Surgical | Obstetric |
| Overall—MHS 2008 | 77.4% | 77.1% | 80.8% | 70.4% |
| Overall—MHS 2007 | 74.3% | 75.2% | 77.3% | 61.3% |
| Air Force, Overall | 74.9% | 76.8% | 75.1% | 66.9%* |
| 1st Medical Group—Langley | | | | |
| 2008 | 78.4%** | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 3rd Medical Group—Elmendorf | | | | |
| 2008 | 77.0%* | 85.5%** | 81.2%** | N/A |
| 2007 | 73.6%* | 69.9%** | 86.4%** | N/A |
| 10th Medical Group—USAF Academy CO | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 59.2%* | 53.1%** | N/A | N/A |
| 31st Medical Group—Aviano | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 35th Medical Group—Misawa | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 48th Medical Group—Lakenheath | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 51st Medical Group—Osan AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 52nd Medical Group—Spangdahlem | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 59th Med Wing—Lackland | | | | |
| 2008 | 75.2% | 82.2% | 64.0%* | 63.8%** |
| 2007 | 74.1% | 78.1% | 70.1%* | 57.3%** |
| 60th Medical Group—Travis | | | | |
| 2008 | 84.3% ↑ | 83.2%* | 85.3%* | N/A |
| 2007 | 68.5% | 67.7%* | 69.7%** | N/A |
| 74th Medical Group—Wright-Patterson | | | | |
| 2008 | 68.1% | 71.8%* | 60.6%* | N/A |
| 2007 | 66.4% | 57.6%* | 79.1%* | N/A |
| 81st Medical Group—Keesler | | | | |
| 2008 | 81.0%* | 77.3%* | N/A | N/A |
| 2007 | 79.7%* | 83.9%* | N/A | N/A |

(continued)

Composite: Interaction with Other Hospital Staff

During this hospital stay, how often did staff check your identification band before doing an X-ray, a CAT scan, an MRI, an ultrasound or any other radiological test or treatment? (continued)

| | Percent Most Positive Response | | | |
|---|--------------------------------|---------|----------|-----------|
| | Overall | Medical | Surgical | Obstetric |
| 89th Medical Group—Andrews | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 65.8%** | N/A | N/A | N/A |
| 96th Medical Group—Eglin | | | | |
| 2008 | 61.5%* | 65.2%* | N/A | N/A |
| 2007 | 73.3%* | 67.2%* | 85.3%** | N/A |
| 99th Medical Group—O'Callaghan Hospital | | | | |
| 2008 | 71.4%* | 68.3%* | N/A | N/A |
| 2007 | 71.3%* | 75.5%* | N/A | N/A |
| 366th Medical Group—Mountain Home | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 374th Medical Group—Yokota AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 375th Medical Group—Scott | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |

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*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

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Arrow represents statistically significant differences, at the 95% confidence level, from the service (e.g., Air Force). Your MHS score is: higher ↑ or lower ↓ than the overall score for the service.

Composite: Patient Safety

This composite combines responses from three questions about patient safety.

| | Percent Most Positive Response | | | |
|-------------------------------------|--------------------------------|--------------|--------------|--------------|
| | Overall | Medical | Surgical | Obstetric |
| Overall—MHS 2008 | 67.6% | 69.0% | 72.0% | 62.1% |
| Overall—MHS 2007 | 64.3% | 67.1% | 67.9% | 58.2% |
| Air Force, Overall | 65.6% | 73.2% | 72.1% | 55.5% |
| 1st Medical Group—Langley | | | | |
| 2008 | 54.0%* ↓ | N/A | 68.3%** | 51.1%* |
| 2007 | 47.5%* | N/A | 59.0%** | 44.5%* |
| 3rd Medical Group—Elmendorf | | | | |
| 2008 | 65.4% | 77.0%** | 80.0%* | 53.3%* |
| 2007 | 62.0% | 67.3%* | 73.6%* | 48.5%* |
| 10th Medical Group—USAF Academy CO | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 63.7%* | 51.1%* | 78.9%* | N/A |
| 31st Medical Group—Aviano | | | | |
| 2008 | 72.7%** | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 35th Medical Group—Misawa | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 61.5%** | N/A | N/A | N/A |
| 48th Medical Group—Lakenheath | | | | |
| 2008 | 64.2%* | N/A | N/A | 49.5%** |
| 2007 | 56.6%* | N/A | N/A | 48.3%** |
| 51st Medical Group—Osan AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 52nd Medical Group—Spangdahlem | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 59th Med Wing—Lackland | | | | |
| 2008 | 65.1% | 74.1% | 63.2% | 55.2%* |
| 2007 | 61.8% | 70.4% | 66.4% | 45.6% |
| 60th Medical Group—Travis | | | | |
| 2008 | 71.0% | 78.2% | 75.2%* | 56.1%* |
| 2007 | 67.5% | 67.7% | 68.7%* | 66.0%* |
| 74th Medical Group—Wright-Patterson | | | | |
| 2008 | 69.2% | 77.8% | 66.4%* | 59.2%* |
| 2007 | 67.0% | 68.4% | 69.7%* | 62.6%* |
| 81st Medical Group—Keesler | | | | |
| 2008 | 60.6% | 64.3%* | 80.0%** | 41.6%** |
| 2007 | 65.0% | 69.6%* | 63.7%** | 58.7%** |

(continued)

Composite: Patient Safety

This composite combines responses from three questions about patient safety. (continued)

| | Percent Most Positive Response | | | |
|---|--------------------------------|---------|----------|-----------|
| | Overall | Medical | Surgical | Obstetric |
| 89th Medical Group—Andrews | | | | |
| 2008 | 72.0%* | N/A | N/A | 70.4%** |
| 2007 | 68.9%* | 67.6%** | 74.1%** | 65.2%** |
| 96th Medical Group—Eglin | | | | |
| 2008 | 72.1% ↑ | 78.6%* | 77.8%* | 65.6%* |
| 2007 | 65.9% | 70.6%* | 85.9%* | 52.7%* |
| 99th Medical Group—O’Callaghan Hospital | | | | |
| 2008 | 59.5% | 67.0%* | 63.9%** | 46.7%* |
| 2007 | 68.0%* | 77.6%* | 64.9%** | 59.0%** |
| 366th Medical Group—Mountain Home | | | | |
| 2008 | 74.6%** | N/A | N/A | N/A |
| 2007 | 54.1%** | N/A | N/A | 49.5%** |
| 374th Medical Group—Yokota AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 57.0%** | N/A | N/A | N/A |
| 375th Medical Group—Scott | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

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Arrow represents statistically significant differences, at the 95% confidence level, from the service (e.g., Air Force). Your MHS score is: higher ↑ or lower ↓ than the overall score for the service.

Composite: Patient Safety

During this hospital stay, how often did you see staff wash their hands or use gloves before treating or checking you?

| | Percent Most Positive Response | | | |
|-------------------------------------|--------------------------------|--------------|--------------|--------------|
| | Overall | Medical | Surgical | Obstetric |
| Overall—MHS 2008 | 66.4% | 66.2% | 69.9% | 63.8% |
| Overall—MHS 2007 | 64.6% | 66.2% | 66.2% | 61.5% |
| Air Force, Overall | 68.1% | 72.5% | 71.4% | 62.3% |
| 1st Medical Group—Langley | | | | |
| 2008 | 57.0%* | N/A | 69.7%** | 53.8%* |
| 2007 | 51.7%* | N/A | 69.9%** | 47.5%* |
| 3rd Medical Group—Elmendorf | | | | |
| 2008 | 71.1% | 85.4%** | 70.7%* | 66.3%* |
| 2007 | 70.5% | 75.3%* | 74.2%* | 63.4%* |
| 10th Medical Group—USAF Academy CO | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 67.6%* | 56.7%* | 79.3%* | N/A |
| 31st Medical Group—Aviano | | | | |
| 2008 | 81.4%** | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 35th Medical Group—Misawa | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 61.2%** | N/A | N/A | N/A |
| 48th Medical Group—Lakenheath | | | | |
| 2008 | 75.2%** | N/A | N/A | 65.6%** |
| 2007 | 68.5%* | N/A | N/A | 64.9%** |
| 51st Medical Group—Osan AB | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 52nd Medical Group—Spangdahlem | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 59th Med Wing—Lackland | | | | |
| 2008 | 69.3% | 73.9% | 67.2% | 64.8%* |
| 2007 | 63.3% | 69.4% | 62.1% | 54.8% |
| 60th Medical Group—Travis | | | | |
| 2008 | 69.6% | 76.7% | 79.6%* | 49.2%* |
| 2007 | 68.4% | 70.8% | 67.0%* | 65.7%* |
| 74th Medical Group—Wright-Patterson | | | | |
| 2008 | 70.8% | 78.2% | 65.4%* | 64.9%* |
| 2007 | 71.2% | 70.5% | 76.9%* | 66.3%* |
| 81st Medical Group—Keesler | | | | |
| 2008 | 61.1% | 55.3%* | 91.5%** | 51.6%** |
| 2007 | 66.7% | 69.8%* | 67.9%** | 61.8%** |

(continued)

Composite: Patient Safety

During this hospital stay, how often did you see staff wash their hands or use gloves before treating or checking you? (continued)

| | Percent Most Positive Response | | | |
|--|--------------------------------|---------|----------|-----------|
| | Overall | Medical | Surgical | Obstetric |
| 89th Medical Group—Andrews | | | | |
| 2008 | 66.1%* | N/A | N/A | 68.3%** |
| 2007 | 72.6%* | 80.2%** | 72.1%** | 66.5%** |
| 96th Medical Group—Eglin | | | | |
| 2008 | 74.0% | 79.0%* | 62.9%* | 75.7%* |
| 2007 | 78.0% | 72.5%* | 95.9%* | 72.3%* |
| 99th Medical Group—O’Callaghan Hospital | | | | |
| 2008 | 56.8% | 63.5%* | 45.5%** | 50.5%* |
| 2007 | 73.2%* | 76.5%* | 77.4%** | 68.5%** |
| 366th Medical Group—Mountain Home | | | | |
| 2008 | 76.3%** | N/A | N/A | N/A |
| 2007 | 70.4%** | N/A | N/A | 66.5%** |
| 374th Medical Group—Yokota AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 60.5%** | N/A | N/A | N/A |
| 375th Medical Group—Scott | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the service (e.g., Air Force). Your MHS score is: higher ↑ or lower ↓ than the overall score for the service.

Composite: Patient Safety

During this hospital stay, when doctors, nurses, or other hospital staff first came to your room, how often did they introduce themselves?

| | Percent Most Positive Response | | | |
|-------------------------------------|--------------------------------|--------------|--------------|--------------|
| | Overall | Medical | Surgical | Obstetric |
| Overall—MHS 2008 | 69.2% | 70.9% | 71.2% | 65.4% |
| Overall—MHS 2007 | 67.0% | 68.9% | 68.1% | 63.9% |
| Air Force, Overall | 70.2% | 78.1% | 73.3% | 61.5% |
| 1st Medical Group—Langley | | | | |
| 2008 | 58.4%* | N/A | 55.0%** | 60.1%* |
| 2007 | 48.1%* | N/A | 60.4%** | 45.4%* |
| 3rd Medical Group—Elmendorf | | | | |
| 2008 | 65.0% | 76.9%** | 83.3%* | 50.1%* |
| 2007 | 61.3% | 59.1%* | 70.9%* | 55.8%* |
| 10th Medical Group—USAF Academy CO | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 61.2%* | 45.3%* | 80.8%* | N/A |
| 31st Medical Group—Aviano | | | | |
| 2008 | 68.7%** | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 35th Medical Group—Misawa | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | 64.8%** | N/A | N/A | N/A |
| 48th Medical Group—Lakenheath | | | | |
| 2008 | 54.6%* | N/A | N/A | 38.5%** |
| 2007 | 63.4%* | N/A | N/A | 55.3%** |
| 51st Medical Group—Osan AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 52nd Medical Group—Spangdahlem | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 59th Med Wing—Lackland | | | | |
| 2008 | 68.3% | 79.7% | 64.1% | 56.4%* |
| 2007 | 67.6% | 75.1% | 67.4% | 56.2% |
| 60th Medical Group—Travis | | | | |
| 2008 | 75.4% | 80.1% | 75.3%* | 68.1%* |
| 2007 | 75.2% | 70.3% | 74.1%* | 85.6%* |
| 74th Medical Group—Wright-Patterson | | | | |
| 2008 | 75.2% | 78.9% | 69.7%* | 74.7%* |
| 2007 | 70.1% | 73.4% | 64.6%* | 71.3%* |
| 81st Medical Group—Keesler | | | | |
| 2008 | 73.4% | 83.4%* | 74.3%** | 55.6%** |
| 2007 | 68.9% | 71.3%* | 57.8%** | 68.2%** |

(continued)

Composite: Patient Safety

During this hospital stay, when doctors, nurses, or other hospital staff first came to your room, how often did they introduce themselves? (continued)

| | Percent Most Positive Response | | | |
|--|--------------------------------|---------|----------|-----------|
| | Overall | Medical | Surgical | Obstetric |
| 89th Medical Group—Andrews | | | | |
| 2008 | 88.3%* ↑ | N/A | N/A | 95.7%** |
| 2007 | 78.7%* | 55.1%** | 82.7%** | 94.7%** |
| 96th Medical Group—Eglin | | | | |
| 2008 | 75.6% | 83.7%* | 83.5%* | 67.4%* |
| 2007 | 63.3% | 74.3%* | 71.9%* | 52.3%* |
| 99th Medical Group—O'Callaghan Hospital | | | | |
| 2008 | 69.0% | 76.3%* | 75.9%** | 55.9%* |
| 2007 | 75.8%* | 85.0%* | 66.4%** | 69.9%** |
| 366th Medical Group—Mountain Home | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 57.3%** | N/A | N/A | 53.6%** |
| 374th Medical Group—Yokota AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 46.4%** | N/A | N/A | N/A |
| 375th Medical Group—Scott | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the service (e.g., Air Force). Your MHS score is: higher ↑ or lower ↓ than the overall score for the service.

Composite: Patient Safety

During this hospital stay, how often did staff check your identification band before giving you any medicines, even over the counter medicines like Tylenol or ibuprofen?

| | Percent Most Positive Response | | | |
|-------------------------------------|--------------------------------|--------------|--------------|--------------|
| | Overall | Medical | Surgical | Obstetric |
| Overall—MHS 2008 | 67.1% | 70.0% | 74.9% | 57.0% |
| Overall—MHS 2007 | 61.4% | 66.1% | 69.3% | 49.4% |
| Air Force, Overall | 58.5% | 68.9% | 71.6% | 42.7% |
| 1st Medical Group—Langley | | | | |
| 2008 | 46.7%* | N/A | N/A | 39.3%* |
| 2007 | 42.6%* | N/A | 46.7%** | 40.6%* |
| 3rd Medical Group—Elmendorf | | | | |
| 2008 | 60.1% | 68.8%** | 85.8%* | 43.4%* |
| 2007 | 54.1% | 67.4%* | 75.9%* | 26.4%* |
| 10th Medical Group—USAF Academy CO | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 62.5%* | 51.4%* | 76.6%** | N/A |
| 31st Medical Group—Aviano | | | | |
| 2008 | 68.1%** | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 35th Medical Group—Misawa | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 48th Medical Group—Lakenheath | | | | |
| 2008 | 62.8%** | N/A | N/A | 44.3%** |
| 2007 | 37.8%* | N/A | N/A | 24.8%** |
| 51st Medical Group—Osan AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 52nd Medical Group—Spangdahlem | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 59th Med Wing—Lackland | | | | |
| 2008 | 57.8% | 68.6% | 58.3% | 44.3%* |
| 2007 | 54.5% | 66.8% | 69.7% | 25.8% |
| 60th Medical Group—Travis | | | | |
| 2008 | 68.0% | 77.7% | 70.7%* | 50.9%* |
| 2007 | 59.0% | 62.1% | 64.9%* | 46.5%** |
| 74th Medical Group—Wright-Patterson | | | | |
| 2008 | 61.7% | 76.4% | 64.0%* | 37.9%* |
| 2007 | 59.9% | 61.3% | 67.5%* | 50.2%* |
| 81st Medical Group—Keesler | | | | |
| 2008 | 47.3% | 54.3%* | 74.3%** | 17.7%** |
| 2007 | 59.6% | 67.7%* | 65.3%** | 46.1%** |

(continued)

Composite: Patient Safety

During this hospital stay, how often did staff check your identification band before giving you any medicines, even over the counter medicines like Tylenol or ibuprofen?
(continued)

| | Percent Most Positive Response | | | |
|---|--------------------------------|---------|----------|-----------|
| | Overall | Medical | Surgical | Obstetric |
| 89th Medical Group—Andrews | | | | |
| 2008 | 61.7%* | N/A | N/A | 47.2%** |
| 2007 | 55.5%* | 67.6%** | 67.5%** | 34.5%** |
| 96th Medical Group—Eglin | | | | |
| 2008 | 66.5% | 73.0%* | 86.9%* | 53.8%* |
| 2007 | 56.5% | 65.1%* | 90.0%* | 33.6%* |
| 99th Medical Group—O'Callaghan Hospital | | | | |
| 2008 | 52.7% | 61.3%* | N/A | 33.7%* |
| 2007 | 54.9%* | 71.5%* | 50.9%** | 38.7%** |
| 366th Medical Group—Mountain Home | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 34.7%** | N/A | N/A | N/A |
| 374th Medical Group—Yokota AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 375th Medical Group—Scott | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

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**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

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Air Force Report:
Additional DoD Questions

Being Admitted Through the Emergency Room (Medical Questionnaire Only)

Think about when you were in the Emergency Room during this hospital stay. How long did you have to wait before someone checked your condition for the first time?

| | Percent Most Positive Response | | | |
|-------------------------------------|--------------------------------|--------------|------------|------------|
| | Overall | Medical | Surgical | Obstetric |
| Overall—MHS 2008 | 88.9% | 88.9% | N/A | N/A |
| Overall—MHS 2007 | 88.7% | 88.7% | N/A | N/A |
| Air Force, Overall | 92.9% | 92.9% | N/A | N/A |
| 1st Medical Group—Langley | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 3rd Medical Group—Elmendorf | | | | |
| 2008 | 96.8%** | 96.8%** | N/A | N/A |
| 2007 | 100%* | 100%* | N/A | N/A |
| 10th Medical Group—USAF Academy CO | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | 95.9%** | 95.9%** | N/A | N/A |
| 31st Medical Group—Aviano | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 35th Medical Group—Misawa | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 48th Medical Group—Lakenheath | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 51st Medical Group—Osan AB | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 52nd Medical Group—Spangdahlem | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 59th Med Wing—Lackland | | | | |
| 2008 | 87.4% | 87.4% | N/A | N/A |
| 2007 | 83.4% | 83.4% | N/A | N/A |
| 60th Medical Group—Travis | | | | |
| 2008 | 98.2%* ↑ | 98.2%* | N/A | N/A |
| 2007 | 92.3%* | 92.3%* | N/A | N/A |
| 74th Medical Group—Wright-Patterson | | | | |
| 2008 | 98.6% ↑ | 98.6% | N/A | N/A |
| 2007 | 90.7%* | 90.7%* | N/A | N/A |
| 81st Medical Group—Keesler | | | | |
| 2008 | 95.0%* | 95.0%* | N/A | N/A |
| 2007 | 98.6%* | 98.6%* | N/A | N/A |

(continued)

Being Admitted Through the Emergency Room (Medical Questionnaire Only)

Think about when you were in the Emergency Room during this hospital stay. How long did you have to wait before someone checked your condition for the first time? (continued)

| | Percent Most Positive Response | | | |
|--|--------------------------------|---------|----------|-----------|
| | Overall | Medical | Surgical | Obstetric |
| 89th Medical Group—Andrews | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 100%** | 100%** | N/A | N/A |
| 96th Medical Group—Eglin | | | | |
| 2008 | 100%* ↑ | 100%* | N/A | N/A |
| 2007 | 98.3%* | 98.3%* | N/A | N/A |
| 99th Medical Group—O'Callaghan Hospital | | | | |
| 2008 | 85.4%* | 85.4%* | N/A | N/A |
| 2007 | 88.0%* | 88.0%* | N/A | N/A |
| 366th Medical Group—Mountain Home | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 374th Medical Group—Yokota AB | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 375th Medical Group—Scott | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |

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Your Care from Nurses

How often did you feel comfortable asking the nurses all the questions you wanted about your condition?

| | Percent Most Positive Response | | | |
|-------------------------------------|--------------------------------|--------------|--------------|--------------|
| | Overall | Medical | Surgical | Obstetric |
| Overall—MHS 2008 | 71.7% | 70.4% | 77.3% | 68.7% |
| Overall—MHS 2007 | 68.3% | 67.9% | 72.6% | 65.4% |
| Air Force, Overall | 74.1% | 77.1% | 76.2% | 70.7% |
| 1st Medical Group—Langley | | | | |
| 2008 | 75.0%* | N/A | N/A | 73.0%* |
| 2007 | 66.9%* | N/A | N/A | 66.5%* |
| 3rd Medical Group—Elmendorf | | | | |
| 2008 | 80.3% | 93.0%** | 84.1%* | 74.3%* |
| 2007 | 76.6% | 71.2%* | 87.8%* | 73.7%* |
| 10th Medical Group—USAF Academy CO | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | 82.7%* | 69.8%* | 98.1%** | N/A |
| 31st Medical Group—Aviano | | | | |
| 2008 | 69.8%** | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 35th Medical Group—Misawa | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 70.4%** | N/A | N/A | N/A |
| 48th Medical Group—Lakenheath | | | | |
| 2008 | 71.4%** | N/A | N/A | 54.5%** |
| 2007 | 83.4%* | N/A | N/A | 79.0%** |
| 51st Medical Group—Osan AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 52nd Medical Group—Spangdahlem | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 59th Med Wing—Lackland | | | | |
| 2008 | 70.6% | 76.6% | 58.1% | 71.0%* |
| 2007 | 67.8% | 70.3% | 69.1% | 63.7% |
| 60th Medical Group—Travis | | | | |
| 2008 | 74.8% | 72.9% | 84.7%* | 69.7%* |
| 2007 | 70.5% | 74.1% | 81.7%* | 52.4%* |
| 74th Medical Group—Wright-Patterson | | | | |
| 2008 | 77.3% | 80.2% | 74.4%* | 76.0%* |
| 2007 | 81.7% | 72.0% | 80.9%* | 95.7%* |
| 81st Medical Group—Keesler | | | | |
| 2008 | 83.1%* | 81.0%* | 93.0%** | 80.0%** |
| 2007 | 74.5% | 76.7%* | 69.2%** | 72.7%** |

(continued)

Your Care from Nurses

How often did you feel comfortable asking the nurses all the questions you wanted about your condition? (continued)

| | Percent Most Positive Response | | | |
|--|--------------------------------|---------|----------|-----------|
| | Overall | Medical | Surgical | Obstetric |
| 89th Medical Group—Andrews | | | | |
| 2008 | 59.6%* | N/A | N/A | N/A |
| 2007 | 65.4%* | 60.1%** | 61.2%** | 73.7%** |
| 96th Medical Group—Eglin | | | | |
| 2008 | 74.2% | 81.8%* | 77.8%* | 68.3%* |
| 2007 | 74.9% | 72.5%* | 95.0%* | 65.9%* |
| 99th Medical Group—O’Callaghan Hospital | | | | |
| 2008 | 69.7% | 66.0%* | 88.9%** | 68.3%* |
| 2007 | 78.7%* | 72.5%* | N/A | 84.3%** |
| 366th Medical Group—Mountain Home | | | | |
| 2008 | 79.0%** | N/A | N/A | N/A |
| 2007 | 84.7%** | N/A | N/A | 81.0%** |
| 374th Medical Group—Yokota AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 55.0%** | N/A | N/A | N/A |
| 375th Medical Group—Scott | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |

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Your Care from Doctors

How often did you feel comfortable asking the doctors all the questions you wanted about your condition?

| | Percent Most Positive Response | | | |
|-------------------------------------|--------------------------------|--------------|--------------|--------------|
| | Overall | Medical | Surgical | Obstetric |
| Overall—MHS 2008 | 78.6% | 75.1% | 85.3% | 77.0% |
| Overall—MHS 2007 | 76.5% | 74.1% | 83.6% | 73.4% |
| Air Force, Overall | 79.1% | 75.9% | 85.5% | 78.7% |
| 1st Medical Group—Langley | | | | |
| 2008 | 74.8%* | N/A | N/A | 71.3%* |
| 2007 | 79.7%* | N/A | 73.2%** | 81.2%* |
| 3rd Medical Group—Elmendorf | | | | |
| 2008 | 82.9% | 88.9%** | 86.4%* | 78.8%* |
| 2007 | 83.6% | 81.1%* | 91.0%* | 80.1%* |
| 10th Medical Group—USAF Academy CO | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 84.6%* | 76.5%* | 94.6%* | N/A |
| 31st Medical Group—Aviano | | | | |
| 2008 | 76.7%** | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 35th Medical Group—Misawa | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | 82.0%** | N/A | N/A | N/A |
| 48th Medical Group—Lakenheath | | | | |
| 2008 | 82.6%* | N/A | N/A | 78.5%** |
| 2007 | 81.3%* | N/A | N/A | 75.5%** |
| 51st Medical Group—Osan AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 52nd Medical Group—Spangdahlem | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 59th Med Wing—Lackland | | | | |
| 2008 | 77.7% | 77.8% | 79.8% | 76.2%* |
| 2007 | 77.5% | 79.9% | 81.6% | 71.3% |
| 60th Medical Group—Travis | | | | |
| 2008 | 80.9% | 74.7% | 78.5%* | 92.6%* |
| 2007 | 80.4% | 83.5% | 83.2%* | 71.3%* |
| 74th Medical Group—Wright-Patterson | | | | |
| 2008 | 80.2% | 77.8% | 83.6%* | 80.6%* |
| 2007 | 80.3% | 73.7% | 90.1%* | 79.6%* |
| 81st Medical Group—Keesler | | | | |
| 2008 | 77.7% | 76.4%* | 93.1%** | 69.6%** |
| 2007 | 80.1% | 81.9%* | 84.4%** | 75.9%** |

(continued)

Your Care from Doctors

How often did you feel comfortable asking the doctors all the questions you wanted about your condition? (continued)

| | Percent Most Positive Response | | | |
|--|--------------------------------|---------|----------|-----------|
| | Overall | Medical | Surgical | Obstetric |
| 89th Medical Group—Andrews | | | | |
| 2008 | 82.5%* | N/A | N/A | 88.7%** |
| 2007 | 84.8%* | 63.5%** | 95.6%** | 90.8%** |
| 96th Medical Group—Eglin | | | | |
| 2008 | 78.2% | 74.6%* | 86.3%* | 76.9%* |
| 2007 | 78.1% | 77.1%* | 91.9%* | 71.5%* |
| 99th Medical Group—O’Callaghan Hospital | | | | |
| 2008 | 76.6% | 69.3%* | 94.4%** | 81.0%* |
| 2007 | 82.6%* | 78.6%* | N/A | 87.2%** |
| 366th Medical Group—Mountain Home | | | | |
| 2008 | 72.2%** | N/A | N/A | N/A |
| 2007 | 88.9%** | N/A | N/A | N/A |
| 374th Medical Group—Yokota AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 55.0%** | N/A | N/A | N/A |
| 375th Medical Group—Scott | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |

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Arrow represents statistically significant differences, at the 95% confidence level, from the service (e.g., Air Force). Your MHS score is: higher ↑ or lower ↓ than the overall score for the service.

Your Care from Doctors

Did you feel that the doctors checked on you as much as you needed?

| | Percent Most Positive Response | | | |
|--|--------------------------------|--------------|--------------|--------------|
| | Overall | Medical | Surgical | Obstetric |
| Overall—MHS 2008 | 85.1% | 84.2% | 90.7% | 81.4% |
| Overall—MHS 2007 | 84.5% | 84.0% | 90.4% | 80.1% |
| Air Force, Overall | 86.9% | 89.3% | 92.6% | 81.9% |
| 1st Medical Group—Langley | | | | |
| 2008 | 77.2%* | N/A | 94.2%** | 72.7%* |
| 2007 | 88.5%* | N/A | 100%** | 86.5%* |
| 3rd Medical Group—Elmendorf | | | | |
| 2008 | 88.4% | 85.7%** | 97.6%* | 84.2%* |
| 2007 | 86.9% | 76.8%* | 92.6%* | 91.7%* |
| 10th Medical Group—USAF Academy CO | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | 84.0%* | 75.9%* | 94.4%* | N/A |
| 31st Medical Group—Aviano | | | | |
| 2008 | 88.6%** | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 35th Medical Group—Misawa | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 81.9%** | N/A | N/A | N/A |
| 48th Medical Group—Lakenheath | | | | |
| 2008 | 88.7%* | N/A | N/A | 90.2%** |
| 2007 | 85.4%* | N/A | N/A | 80.2%** |
| 51st Medical Group—Osan AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 52nd Medical Group—Spangdahlem | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 59th Med Wing—Lackland | | | | |
| 2008 | 83.4% | 88.9% | 85.6% | 74.9%* |
| 2007 | 86.6% | 88.2% | 93.1% | 79.5% |
| 60th Medical Group—Travis | | | | |
| 2008 | 93.4% ↑ | 91.1% | 89.9%* | 100%* |
| 2007 | 86.1% | 82.8% | 96.9%* | 78.9%* |
| 74th Medical Group—Wright-Patterson | | | | |
| 2008 | 94.4% ↑ | 95.8% | 99.1%* | 87.8%* |
| 2007 | 94.5% | 88.1% | 98.1%* | 100%* |
| 81st Medical Group—Keesler | | | | |
| 2008 | 93.5% ↑ | 94.9%* | 100%** | 86.8%** |
| 2007 | 87.7% | 89.8%* | 79.2%** | 86.9%** |

(continued)

Your Care from Doctors

Did you feel that the doctors checked on you as much as you needed? (continued)

| | Percent Most Positive Response | | | |
|--|--------------------------------|---------|----------|-----------|
| | Overall | Medical | Surgical | Obstetric |
| 89th Medical Group—Andrews | | | | |
| 2008 | 88.7%* | N/A | N/A | 82.9%** |
| 2007 | 90.3%* | 96.7%** | 90.6%** | 84.2%** |
| 96th Medical Group—Eglin | | | | |
| 2008 | 88.0% | 100%* | 93.8%* | 78.4%* |
| 2007 | 85.3% | 86.0%* | 96.3%* | 79.2%* |
| 99th Medical Group—O'Callaghan Hospital | | | | |
| 2008 | 76.6% | 69.5%* | 100%** | 79.3%* |
| 2007 | 90.0%* | 85.6%* | 94.3%** | 93.2%** |
| 366th Medical Group—Mountain Home | | | | |
| 2008 | 85.3%** | N/A | N/A | N/A |
| 2007 | 88.8%** | N/A | N/A | 92.9%** |
| 374th Medical Group—Yokota AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 91.9%** | N/A | N/A | N/A |
| 375th Medical Group—Scott | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the service (e.g., Air Force). Your MHS score is: higher ↑ or lower ↓ than the overall score for the service.

Your Care from Doctors

How often did doctors involve you as much as you wanted in decisions about your treatment?

| | Percent Most Positive Response | | | |
|-------------------------------------|--------------------------------|--------------|--------------|--------------|
| | Overall | Medical | Surgical | Obstetric |
| Overall—MHS 2008 | 67.4% | 58.5% | 80.2% | 67.6% |
| Overall—MHS 2007 | 66.5% | 57.8% | 79.0% | 66.5% |
| Air Force, Overall | 69.9% | 66.2% | 82.6% | 66.8% |
| 1st Medical Group—Langley | | | | |
| 2008 | 54.7%* ↓ | N/A | N/A | 48.4%* |
| 2007 | 64.4%* | N/A | 78.4%** | 59.5%* |
| 3rd Medical Group—Elmendorf | | | | |
| 2008 | 71.0% | 68.1%** | 87.8%* | 63.4%* |
| 2007 | 80.0%* | 66.7%* | 93.5%* | 80.4%** |
| 10th Medical Group—USAF Academy CO | | | | |
| 2008 | N/A ↓ | N/A | N/A | N/A |
| 2007 | 62.7%* | 46.3%* | 83.8%** | N/A |
| 31st Medical Group—Aviano | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 35th Medical Group—Misawa | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 82.6%** | N/A | N/A | N/A |
| 48th Medical Group—Lakenheath | | | | |
| 2008 | 71.2%** | N/A | N/A | 73.4%** |
| 2007 | 68.4%* | N/A | N/A | 59.6%** |
| 51st Medical Group—Osan AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 52nd Medical Group—Spangdahlem | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 59th Med Wing—Lackland | | | | |
| 2008 | 67.4% | 67.1% | 72.0% | 65.1%* |
| 2007 | 64.8% | 60.7% | 75.9% | 64.2% |
| 60th Medical Group—Travis | | | | |
| 2008 | 76.5% | 71.4%* | 78.7%* | 83.5%** |
| 2007 | 65.5% | 60.0%* | 71.6%* | 67.8%** |
| 74th Medical Group—Wright-Patterson | | | | |
| 2008 | 75.3% | 69.5% | 90.8%* | 68.5%* |
| 2007 | 68.1% | 49.8% | 87.5%* | 77.5%* |
| 81st Medical Group—Keesler | | | | |
| 2008 | 71.9% | 78.9%* | 59.8%** | 68.0%** |
| 2007 | 70.3% | 70.3%* | 83.8%** | 66.2%** |

(continued)

Your Care from Doctors

How often did doctors involve you as much as you wanted in decisions about your treatment? (continued)

| | Percent Most Positive Response | | | |
|--|--------------------------------|---------|----------|-----------|
| | Overall | Medical | Surgical | Obstetric |
| 89th Medical Group—Andrews | | | | |
| 2008 | 75.1%* | N/A | N/A | 73.2%** |
| 2007 | 82.0%* | 61.9%** | 91.9%** | 90.3%** |
| 96th Medical Group—Eglin | | | | |
| 2008 | 71.1% | 57.5%* | 95.2%** | 68.6%* |
| 2007 | 72.5% | 60.2%* | 99.0%* | 65.7%* |
| 99th Medical Group—O’Callaghan Hospital | | | | |
| 2008 | 69.2% | 54.3%* | 96.8%** | 79.9%* |
| 2007 | 73.9%* | 54.7%* | N/A | 89.2%** |
| 366th Medical Group—Mountain Home | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | 65.2%** | N/A | N/A | N/A |
| 374th Medical Group—Yokota AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 375th Medical Group—Scott | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

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**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the service (e.g., Air Force). Your MHS score is: higher ↑ or lower ↓ than the overall score for the service.

Coordination of Care

During this hospital stay, did you feel that there was at least one doctor who had a full understanding of your condition and treatment?

| | Percent Most Positive Response | | | |
|-------------------------------------|--------------------------------|--------------|--------------|--------------|
| | Overall | Medical | Surgical | Obstetric |
| Overall—MHS 2008 | 76.6% | 70.0% | 89.8% | 73.2% |
| Overall—MHS 2007 | 75.2% | 69.9% | 89.2% | 69.7% |
| Air Force, Overall | 78.4% | 76.1% | 93.0% | 72.9% |
| 1st Medical Group—Langley | | | | |
| 2008 | 69.5%* | N/A | 100%** | 66.4%* |
| 2007 | 61.0%* | N/A | 65.2%** | 59.8%* |
| 3rd Medical Group—Elmendorf | | | | |
| 2008 | 72.6% | 78.2%** | 87.5%* | 62.3%* |
| 2007 | 75.6% | 69.2%* | 88.8%* | 71.3%* |
| 10th Medical Group—USAF Academy CO | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 87.4%* | 81.5%* | 94.6%* | N/A |
| 31st Medical Group—Aviano | | | | |
| 2008 | 85.1%** | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 35th Medical Group—Misawa | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 87.8%** | N/A | N/A | N/A |
| 48th Medical Group—Lakenheath | | | | |
| 2008 | 82.9%* | N/A | N/A | 89.3%** |
| 2007 | 80.7%* | N/A | N/A | 78.1%** |
| 51st Medical Group—Osan AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 52nd Medical Group—Spangdahlem | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 59th Med Wing—Lackland | | | | |
| 2008 | 74.5% | 78.1% | 87.7% | 61.1%* |
| 2007 | 71.3% | 72.4% | 87.3% | 58.8% |
| 60th Medical Group—Travis | | | | |
| 2008 | 87.9% ↑ | 82.8% | 97.0%* | 87.5%* |
| 2007 | 80.3% | 77.1% | 95.9%* | 66.5%* |
| 74th Medical Group—Wright-Patterson | | | | |
| 2008 | 83.7% | 72.2% | 99.1%* | 86.7%* |
| 2007 | 81.0% | 71.7% | 97.1%* | 78.2%* |
| 81st Medical Group—Keesler | | | | |
| 2008 | 78.0% | 82.6%* | 88.5%** | 63.3%** |
| 2007 | 84.8% | 81.5%* | 89.6%** | 88.7%** |

(continued)

Coordination of Care

During this hospital stay, did you feel that there was at least one doctor who had a full understanding of your condition and treatment? (continued)

| | Percent Most Positive Response | | | |
|--|--------------------------------|---------|----------|-----------|
| | Overall | Medical | Surgical | Obstetric |
| 89th Medical Group—Andrews | | | | |
| 2008 | 80.2%* | N/A | N/A | 79.4%** |
| 2007 | 76.1%* | 64.6%** | 90.6%** | 70.2%** |
| 96th Medical Group—Eglin | | | | |
| 2008 | 77.3% | 73.6%* | 100%* | 69.6%* |
| 2007 | 67.7% | 58.9%* | 95.1%* | 59.0%* |
| 99th Medical Group—O'Callaghan Hospital | | | | |
| 2008 | 79.1% | 71.1%* | 100%** | 84.0%* |
| 2007 | 82.2%* | 73.0%* | 83.3%** | 90.8%** |
| 366th Medical Group—Mountain Home | | | | |
| 2008 | 81.4%** | N/A | N/A | N/A |
| 2007 | 72.7%** | N/A | N/A | 72.8%** |
| 374th Medical Group—Yokota AB | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | 43.9%** | N/A | N/A | N/A |
| 375th Medical Group—Scott | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |

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Coordination of Care

How often did the doctors and nurses seem informed and up-to-date about all the care you were receiving?

| | Percent Most Positive Response | | | |
|-------------------------------------|--------------------------------|--------------|--------------|--------------|
| | Overall | Medical | Surgical | Obstetric |
| Overall—MHS 2008 | 61.8% | 56.0% | 75.4% | 57.2% |
| Overall—MHS 2007 | 60.1% | 56.7% | 71.8% | 54.3% |
| Air Force, Overall | 65.2% | 63.5% | 80.1% | 59.0% |
| 1st Medical Group—Langley | | | | |
| 2008 | 57.8%* | N/A | 88.6%** | 55.1%* |
| 2007 | 55.1%* | N/A | 78.4%** | 48.7%* |
| 3rd Medical Group—Elmendorf | | | | |
| 2008 | 69.3% | 73.6%** | 95.4%* | 53.2%* |
| 2007 | 63.8% | 58.2%* | 73.6%* | 61.0%* |
| 10th Medical Group—USAF Academy CO | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 77.4%* | 65.2%* | 92.6%* | N/A |
| 31st Medical Group—Aviano | | | | |
| 2008 | 73.1%** | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 35th Medical Group—Misawa | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 75.7%** | N/A | N/A | N/A |
| 48th Medical Group—Lakenheath | | | | |
| 2008 | 60.0%* | N/A | N/A | 59.3%** |
| 2007 | 72.7%* | N/A | N/A | 68.4%** |
| 51st Medical Group—Osan AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 52nd Medical Group—Spangdahlem | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 59th Med Wing—Lackland | | | | |
| 2008 | 60.5% | 66.4% | 70.4% | 46.4%* |
| 2007 | 54.1% | 61.2% | 65.2% | 35.6% |
| 60th Medical Group—Travis | | | | |
| 2008 | 71.0% | 68.1% | 81.8%* | 65.6%* |
| 2007 | 71.2% | 68.9% | 83.8%* | 59.8%* |
| 74th Medical Group—Wright-Patterson | | | | |
| 2008 | 69.7% | 58.3% | 81.6%* | 75.6%* |
| 2007 | 68.7% | 53.6% | 79.8%* | 78.1%* |
| 81st Medical Group—Keesler | | | | |
| 2008 | 66.3% | 72.6%* | 78.9%** | 47.1%** |
| 2007 | 63.9% | 66.3%* | 79.4%** | 55.2%** |

(continued)

Coordination of Care

How often did the doctors and nurses seem informed and up-to-date about all the care you were receiving? (continued)

| | Percent Most Positive Response | | | |
|--|--------------------------------|---------|----------|-----------|
| | Overall | Medical | Surgical | Obstetric |
| 89th Medical Group—Andrews | | | | |
| 2008 | 68.3%* | N/A | N/A | 67.9%** |
| 2007 | 73.4%* | 55.8%** | 86.0%** | 75.4%** |
| 96th Medical Group—Eglin | | | | |
| 2008 | 65.9% | 74.1%* | 71.6%* | 58.6%* |
| 2007 | 62.4% | 54.9%* | 89.8%* | 52.4%* |
| 99th Medical Group—O’Callaghan Hospital | | | | |
| 2008 | 61.6% | 48.0%* | 94.1%** | 70.9%* |
| 2007 | 74.0%* | 73.8%* | 72.0%** | 74.9%** |
| 366th Medical Group—Mountain Home | | | | |
| 2008 | 78.2%** | N/A | N/A | N/A |
| 2007 | 67.6%** | N/A | N/A | 66.5%** |
| 374th Medical Group—Yokota AB | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | 40.3%** | N/A | N/A | N/A |
| 375th Medical Group—Scott | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |

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Maternity Care

Was your primary provider during labor and delivery a doctor, midwife or both?

| | Percent Most Positive Response | | | |
|-------------------------------------|--------------------------------|------------|------------|--------------|
| | Overall | Medical | Surgical | Obstetric |
| Overall—MHS 2008 | 16.4% | N/A | N/A | 16.4% |
| Overall—MHS 2007 | 16.4% | N/A | N/A | 16.4% |
| Air Force, Overall | 16.2% | N/A | N/A | 16.2% |
| 1st Medical Group—Langley | | | | |
| 2008 | 19.4%* | N/A | N/A | 19.4%* |
| 2007 | 23.4%* | N/A | N/A | 23.4%* |
| 3rd Medical Group—Elmendorf | | | | |
| 2008 | 22.4%* | N/A | N/A | 22.4%* |
| 2007 | 25.7%* | N/A | N/A | 25.7%* |
| 10th Medical Group—USAF Academy CO | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 31st Medical Group—Aviano | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 35th Medical Group—Misawa | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 48th Medical Group—Lakenheath | | | | |
| 2008 | 27.7%** | N/A | N/A | 27.7%** |
| 2007 | 10.9%** | N/A | N/A | 10.9%** |
| 51st Medical Group—Osan AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 52nd Medical Group—Spangdahlem | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 59th Med Wing—Lackland | | | | |
| 2008 | 7.7%* ↓ | N/A | N/A | 7.7%* |
| 2007 | 8.5% | N/A | N/A | 8.5% |
| 60th Medical Group—Travis | | | | |
| 2008 | 15.7%* | N/A | N/A | 15.7%* |
| 2007 | 5.7%** | N/A | N/A | 5.7%** |
| 74th Medical Group—Wright-Patterson | | | | |
| 2008 | 26.9%* | N/A | N/A | 26.9%* |
| 2007 | 16.1%* | N/A | N/A | 16.1%* |
| 81st Medical Group—Keesler | | | | |
| 2008 | 9.6%** | N/A | N/A | 9.6%** |
| 2007 | 9.4%** | N/A | N/A | 9.4%** |

(continued)

Maternity Care

Was your primary provider during labor and delivery a doctor, midwife or both?
(continued)

| | Percent Most Positive Response | | | |
|--|--------------------------------|---------|----------|-----------|
| | Overall | Medical | Surgical | Obstetric |
| 89th Medical Group—Andrews | | | | |
| 2008 | 27.3%** | N/A | N/A | 27.3%** |
| 2007 | 14.9%** | N/A | N/A | 14.9%** |
| 96th Medical Group—Eglin | | | | |
| 2008 | 13.2%* | N/A | N/A | 13.2%* |
| 2007 | 23.0%* | N/A | N/A | 23.0%* |
| 99th Medical Group—O'Callaghan Hospital | | | | |
| 2008 | 26.4%* | N/A | N/A | 26.4%* |
| 2007 | 13.8%** | N/A | N/A | 13.8%** |
| 366th Medical Group—Mountain Home | | | | |
| 2008 | N/A ↓ | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 374th Medical Group—Yokota AB | | | | |
| 2008 | N/A ↓ | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 375th Medical Group—Scott | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |

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Maternity Care

Before you left the hospital, did someone on the hospital staff talk with you about the signs and symptoms of post-partum depression?

| | Percent Most Positive Response | | | |
|-------------------------------------|--------------------------------|------------|------------|--------------|
| | Overall | Medical | Surgical | Obstetric |
| Overall—MHS 2008 | 81.7% | N/A | N/A | 81.7% |
| Overall—MHS 2007 | 79.9% | N/A | N/A | 79.9% |
| Air Force, Overall | 85.6% | N/A | N/A | 85.6% |
| 1st Medical Group—Langley | | | | |
| 2008 | 81.3%* | N/A | N/A | 81.3%* |
| 2007 | 68.2%* | N/A | N/A | 68.2%* |
| 3rd Medical Group—Elmendorf | | | | |
| 2008 | 85.3%* | N/A | N/A | 85.3%* |
| 2007 | 88.6%* | N/A | N/A | 88.6%* |
| 10th Medical Group—USAF Academy CO | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 31st Medical Group—Aviano | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 35th Medical Group—Misawa | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 48th Medical Group—Lakenheath | | | | |
| 2008 | 93.8%** | N/A | N/A | 93.8%** |
| 2007 | 93.7%** | N/A | N/A | 93.7%** |
| 51st Medical Group—Osan AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 52nd Medical Group—Spangdahlem | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 59th Med Wing—Lackland | | | | |
| 2008 | 76.1%* | N/A | N/A | 76.1%* |
| 2007 | 70.7% | N/A | N/A | 70.7% |
| 60th Medical Group—Travis | | | | |
| 2008 | 83.7%* | N/A | N/A | 83.7%* |
| 2007 | 80.8%* | N/A | N/A | 80.8%* |
| 74th Medical Group—Wright-Patterson | | | | |
| 2008 | 97.4%* ↑ | N/A | N/A | 97.4%* |
| 2007 | 91.7%* | N/A | N/A | 91.7%* |
| 81st Medical Group—Keesler | | | | |
| 2008 | 75.4%** | N/A | N/A | 75.4%** |
| 2007 | 93.9%** | N/A | N/A | 93.9%** |

(continued)

Maternity Care

Before you left the hospital, did someone on the hospital staff talk with you about the signs and symptoms of post-partum depression? (continued)

| | Percent Most Positive Response | | | |
|--|--------------------------------|---------|----------|-----------|
| | Overall | Medical | Surgical | Obstetric |
| 89th Medical Group—Andrews | | | | |
| 2008 | 95.7%** ↑ | N/A | N/A | 95.7%** |
| 2007 | 84.6%** | N/A | N/A | 84.6%** |
| 96th Medical Group—Eglin | | | | |
| 2008 | 88.3%* | N/A | N/A | 88.3%* |
| 2007 | 93.8%* | N/A | N/A | 93.8%* |
| 99th Medical Group—O'Callaghan Hospital | | | | |
| 2008 | 91.5%* | N/A | N/A | 91.5%* |
| 2007 | 76.6%** | N/A | N/A | 76.6%** |
| 366th Medical Group—Mountain Home | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 100%** | N/A | N/A | 100%** |
| 374th Medical Group—Yokota AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 375th Medical Group—Scott | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |

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**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

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Maternity Care

Before you left the hospital, did someone on the hospital staff talk with you about what to do or who to contact if you felt that you were having signs or symptoms of post-partum depression?

| | Percent Most Positive Response | | | |
|-------------------------------------|--------------------------------|------------|------------|--------------|
| | Overall | Medical | Surgical | Obstetric |
| Overall—MHS 2008 | 77.8% | N/A | N/A | 77.8% |
| Overall—MHS 2007 | 75.9% | N/A | N/A | 75.9% |
| Air Force, Overall | 82.4% | N/A | N/A | 82.4% |
| 1st Medical Group—Langley | | | | |
| 2008 | 77.3%* | N/A | N/A | 77.3%* |
| 2007 | 62.5%* | N/A | N/A | 62.5%* |
| 3rd Medical Group—Elmendorf | | | | |
| 2008 | 83.0%* | N/A | N/A | 83.0%* |
| 2007 | 80.8%* | N/A | N/A | 80.8%* |
| 10th Medical Group—USAF Academy CO | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 31st Medical Group—Aviano | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 35th Medical Group—Misawa | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 48th Medical Group—Lakenheath | | | | |
| 2008 | 81.2%** | N/A | N/A | 81.2%** |
| 2007 | 93.9%** | N/A | N/A | 93.9%** |
| 51st Medical Group—Osan AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 52nd Medical Group—Spangdahlem | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 59th Med Wing—Lackland | | | | |
| 2008 | 75.5%* | N/A | N/A | 75.5%* |
| 2007 | 67.2% | N/A | N/A | 67.2% |
| 60th Medical Group—Travis | | | | |
| 2008 | 82.2%* | N/A | N/A | 82.2%* |
| 2007 | 75.3%* | N/A | N/A | 75.3%* |
| 74th Medical Group—Wright-Patterson | | | | |
| 2008 | 97.5%* ↑ | N/A | N/A | 97.5%* |
| 2007 | 91.7%* | N/A | N/A | 91.7%* |
| 81st Medical Group—Keesler | | | | |
| 2008 | 67.3%** | N/A | N/A | 67.3%** |
| 2007 | 93.9%** | N/A | N/A | 93.9%** |

(continued)

Maternity Care

Before you left the hospital, did someone on the hospital staff talk with you about what to do or who to contact if you felt that you were having signs or symptoms of post-partum depression? (continued)

| | Percent Most Positive Response | | | |
|--|--------------------------------|---------|----------|-----------|
| | Overall | Medical | Surgical | Obstetric |
| 89th Medical Group—Andrews | | | | |
| 2008 | 95.7%** ↑ | N/A | N/A | 95.7%** |
| 2007 | 89.0%** | N/A | N/A | 89.0%** |
| 96th Medical Group—Eglin | | | | |
| 2008 | 84.2%* | N/A | N/A | 84.2%* |
| 2007 | 85.7%* | N/A | N/A | 85.7%* |
| 99th Medical Group—O'Callaghan Hospital | | | | |
| 2008 | 92.3%* ↑ | N/A | N/A | 92.3%* |
| 2007 | 70.0%** | N/A | N/A | 70.0%** |
| 366th Medical Group—Mountain Home | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 86.6%** | N/A | N/A | 86.6%** |
| 374th Medical Group—Yokota AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 375th Medical Group—Scott | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the service (e.g., Air Force). Your MHS score is: higher ↑ or lower ↓ than the overall score for the service.

Maternity Care

Before you left the hospital, did you feel confident that you knew what to do or who to contact if you were having signs or symptoms of postpartum depression?

| | Percent Most Positive Response | | | |
|-------------------------------------|--------------------------------|------------|------------|--------------|
| | Overall | Medical | Surgical | Obstetric |
| Overall—MHS 2008 | 66.7% | N/A | N/A | 66.7% |
| Overall—MHS 2007 | 62.5% | N/A | N/A | 62.5% |
| Air Force, Overall | 70.7% | N/A | N/A | 70.7% |
| 1st Medical Group—Langley | | | | |
| 2008 | 66.5%* | N/A | N/A | 66.5%* |
| 2007 | 50.7%* | N/A | N/A | 50.7%* |
| 3rd Medical Group—Elmendorf | | | | |
| 2008 | 61.6%* | N/A | N/A | 61.6%* |
| 2007 | 82.7%* | N/A | N/A | 82.7%* |
| 10th Medical Group—USAF Academy CO | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 31st Medical Group—Aviano | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 35th Medical Group—Misawa | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 48th Medical Group—Lakenheath | | | | |
| 2008 | 94.1%** ↑ | N/A | N/A | 94.1%** |
| 2007 | 88.5%** | N/A | N/A | 88.5%** |
| 51st Medical Group—Osan AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 52nd Medical Group—Spangdahlem | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 59th Med Wing—Lackland | | | | |
| 2008 | 58.2%* ↓ | N/A | N/A | 58.2%* |
| 2007 | 47.1% | N/A | N/A | 47.1% |
| 60th Medical Group—Travis | | | | |
| 2008 | 75.8%* | N/A | N/A | 75.8%* |
| 2007 | 63.3%* | N/A | N/A | 63.3%* |
| 74th Medical Group—Wright-Patterson | | | | |
| 2008 | 86.1%* ↑ | N/A | N/A | 86.1%* |
| 2007 | 89.6%* | N/A | N/A | 89.6%* |
| 81st Medical Group—Keesler | | | | |
| 2008 | 62.6%** | N/A | N/A | 62.6%** |
| 2007 | 86.9%** | N/A | N/A | 86.9%** |

(continued)

Maternity Care

Before you left the hospital, did you feel confident that you knew what to do or who to contact if you were having signs or symptoms of postpartum depression? (continued)

| | Percent Most Positive Response | | | |
|--|--------------------------------|---------|----------|-----------|
| | Overall | Medical | Surgical | Obstetric |
| 89th Medical Group—Andrews | | | | |
| 2008 | 86.0%** | N/A | N/A | 86.0%** |
| 2007 | 74.1%** | N/A | N/A | 74.1%** |
| 96th Medical Group—Eglin | | | | |
| 2008 | 74.9%* | N/A | N/A | 74.9%* |
| 2007 | 62.4%* | N/A | N/A | 62.4%* |
| 99th Medical Group—O’Callaghan Hospital | | | | |
| 2008 | 80.6%* | N/A | N/A | 80.6%* |
| 2007 | 72.9%** | N/A | N/A | 72.9%** |
| 366th Medical Group—Mountain Home | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 72.8%** | N/A | N/A | 72.8%** |
| 374th Medical Group—Yokota AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 375th Medical Group—Scott | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

**Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.*

***This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.*

Arrow represents statistically significant differences, at the 95% confidence level, from the service (e.g., Air Force). Your MHS score is: higher ↑ or lower ↓ than the overall score for the service.

After Your Baby Was Born (Maternity Only)

During this hospital stay, how often did you feel comfortable asking the nurses all the questions you wanted about your baby's care?

| | Percent Most Positive Response | | | |
|-------------------------------------|--------------------------------|------------|------------|--------------|
| | Overall | Medical | Surgical | Obstetric |
| Overall—MHS 2008 | 74.9% | N/A | N/A | 74.9% |
| Overall—MHS 2007 | 72.3% | N/A | N/A | 72.3% |
| Air Force, Overall | 80.3% | N/A | N/A | 80.3% |
| 1st Medical Group—Langley | | | | |
| 2008 | 79.0%* | N/A | N/A | 79.0%* |
| 2007 | 67.6%* | N/A | N/A | 67.6%* |
| 3rd Medical Group—Elmendorf | | | | |
| 2008 | 77.3%* | N/A | N/A | 77.3%* |
| 2007 | 75.9%* | N/A | N/A | 75.9%* |
| 10th Medical Group—USAF Academy CO | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 31st Medical Group—Aviano | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 35th Medical Group—Misawa | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 48th Medical Group—Lakenheath | | | | |
| 2008 | 81.3%** | N/A | N/A | 81.3%** |
| 2007 | 71.7%** | N/A | N/A | 71.7%** |
| 51st Medical Group—Osan AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 52nd Medical Group—Spangdahlem | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 59th Med Wing—Lackland | | | | |
| 2008 | 76.7%* | N/A | N/A | 76.7%* |
| 2007 | 72.5% | N/A | N/A | 72.5% |
| 60th Medical Group—Travis | | | | |
| 2008 | 83.2%* | N/A | N/A | 83.2%* |
| 2007 | 69.4%** | N/A | N/A | 69.4%** |
| 74th Medical Group—Wright-Patterson | | | | |
| 2008 | 87.3%* | N/A | N/A | 87.3%* |
| 2007 | 93.6%* | N/A | N/A | 93.6%* |
| 81st Medical Group—Keesler | | | | |
| 2008 | 78.6%** | N/A | N/A | 78.6%** |
| 2007 | 78.7%** | N/A | N/A | 78.7%** |

(continued)

After Your Baby Was Born (Maternity Only)

During this hospital stay, how often did you feel comfortable asking the nurses all the questions you wanted about your baby’s care? (continued)

| | Percent Most Positive Response | | | |
|--|--------------------------------|---------|----------|-----------|
| | Overall | Medical | Surgical | Obstetric |
| 89th Medical Group—Andrews | | | | |
| 2008 | 80.1%** | N/A | N/A | 80.1%** |
| 2007 | 78.6%** | N/A | N/A | 78.6%** |
| 96th Medical Group—Eglin | | | | |
| 2008 | 79.4%* | N/A | N/A | 79.4%* |
| 2007 | 75.6%* | N/A | N/A | 75.6%* |
| 99th Medical Group—O’Callaghan Hospital | | | | |
| 2008 | 67.1%* | N/A | N/A | 67.1%* |
| 2007 | 88.2%** | N/A | N/A | 88.2%** |
| 366th Medical Group—Mountain Home | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 374th Medical Group—Yokota AB | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 375th Medical Group—Scott | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the service (e.g., Air Force). Your MHS score is: higher ↑ or lower ↓ than the overall score for the service.

After Your Baby Was Born (Maternity Only)

During this hospital stay, how often did you feel comfortable asking the doctors all the questions you wanted about your baby's care?

| | Percent Most Positive Response | | | |
|--|--------------------------------|------------|------------|--------------|
| | Overall | Medical | Surgical | Obstetric |
| Overall—MHS 2008 | 79.7% | N/A | N/A | 79.7% |
| Overall—MHS 2007 | 76.7% | N/A | N/A | 76.7% |
| Air Force, Overall | 82.7% | N/A | N/A | 82.7% |
| 1st Medical Group—Langley | | | | |
| 2008 | 71.4%* | N/A | N/A | 71.4%* |
| 2007 | 73.4%* | N/A | N/A | 73.4%* |
| 3rd Medical Group—Elmendorf | | | | |
| 2008 | 82.7%* | N/A | N/A | 82.7%* |
| 2007 | 82.8%* | N/A | N/A | 82.8%* |
| 10th Medical Group—USAF Academy CO | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 31st Medical Group—Aviano | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 35th Medical Group—Misawa | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 48th Medical Group—Lakenheath | | | | |
| 2008 | 95.1%** ↑ | N/A | N/A | 95.1%** |
| 2007 | 74.5%** | N/A | N/A | 74.5%** |
| 51st Medical Group—Osan AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 52nd Medical Group—Spangdahlem | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 59th Med Wing—Lackland | | | | |
| 2008 | 82.1%* | N/A | N/A | 82.1%* |
| 2007 | 69.0% | N/A | N/A | 69.0% |
| 60th Medical Group—Travis | | | | |
| 2008 | 87.3%* | N/A | N/A | 87.3%* |
| 2007 | 75.9%* | N/A | N/A | 75.9%* |
| 74th Medical Group—Wright-Patterson | | | | |
| 2008 | 81.4%* | N/A | N/A | 81.4%* |
| 2007 | 88.8%* | N/A | N/A | 88.8%* |
| 81st Medical Group—Keesler | | | | |
| 2008 | 84.8%** | N/A | N/A | 84.8%** |
| 2007 | 78.7%** | N/A | N/A | 78.7%** |

(continued)

After Your Baby Was Born (Maternity Only)

During this hospital stay, how often did you feel comfortable asking the doctors all the questions you wanted about your baby's care? (continued)

| | Percent Most Positive Response | | | |
|--|--------------------------------|---------|----------|-----------|
| | Overall | Medical | Surgical | Obstetric |
| 89th Medical Group—Andrews | | | | |
| 2008 | 66.6%** | N/A | N/A | 66.6%** |
| 2007 | 93.9%** | N/A | N/A | 93.9%** |
| 96th Medical Group—Eglin | | | | |
| 2008 | 84.9%* | N/A | N/A | 84.9%* |
| 2007 | 77.3%* | N/A | N/A | 77.3%* |
| 99th Medical Group—O'Callaghan Hospital | | | | |
| 2008 | 86.6%* | N/A | N/A | 86.6%* |
| 2007 | 86.5%** | N/A | N/A | 86.5%** |
| 366th Medical Group—Mountain Home | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 86.9%** | N/A | N/A | 86.9%** |
| 374th Medical Group—Yokota AB | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 375th Medical Group—Scott | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the service (e.g., Air Force). Your MHS score is: higher ↑ or lower ↓ than the overall score for the service.

After Your Baby Was Born (Maternity Only)

During this hospital stay, did you feel that the doctors checked on your baby as much as needed?

| | Percent Most Positive Response | | | |
|-------------------------------------|--------------------------------|------------|------------|--------------|
| | Overall | Medical | Surgical | Obstetric |
| Overall—MHS 2008 | 92.3% | N/A | N/A | 92.3% |
| Overall—MHS 2007 | 90.4% | N/A | N/A | 90.4% |
| Air Force, Overall | 94.2% | N/A | N/A | 94.2% |
| 1st Medical Group—Langley | | | | |
| 2008 | 85.2%* | N/A | N/A | 85.2%* |
| 2007 | 93.1%* | N/A | N/A | 93.1%* |
| 3rd Medical Group—Elmendorf | | | | |
| 2008 | 96.3%* | N/A | N/A | 96.3%* |
| 2007 | 100%* | N/A | N/A | 100%* |
| 10th Medical Group—USAF Academy CO | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 31st Medical Group—Aviano | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 35th Medical Group—Misawa | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 48th Medical Group—Lakenheath | | | | |
| 2008 | 100%** ↑ | N/A | N/A | 100%** |
| 2007 | 97.0%** | N/A | N/A | 97.0%** |
| 51st Medical Group—Osan AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 52nd Medical Group—Spangdahlem | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 59th Med Wing—Lackland | | | | |
| 2008 | 91.3%* | N/A | N/A | 91.3%* |
| 2007 | 84.3% | N/A | N/A | 84.3% |
| 60th Medical Group—Travis | | | | |
| 2008 | 98.2%* | N/A | N/A | 98.2%* |
| 2007 | 96.9%* | N/A | N/A | 96.9%* |
| 74th Medical Group—Wright-Patterson | | | | |
| 2008 | 97.9%* | N/A | N/A | 97.9%* |
| 2007 | 100%* | N/A | N/A | 100%* |
| 81st Medical Group—Keesler | | | | |
| 2008 | 96.6%** | N/A | N/A | 96.6%** |
| 2007 | 94.1%** | N/A | N/A | 94.1%** |

(continued)

After Your Baby Was Born (Maternity Only)

During this hospital stay, did you feel that the doctors checked on your baby as much as needed? (continued)

| | Percent Most Positive Response | | | |
|--|--------------------------------|---------|----------|-----------|
| | Overall | Medical | Surgical | Obstetric |
| 89th Medical Group—Andrews | | | | |
| 2008 | 100%** ↑ | N/A | N/A | 100%** |
| 2007 | 90.3%** | N/A | N/A | 90.3%** |
| 96th Medical Group—Eglin | | | | |
| 2008 | 95.5%* | N/A | N/A | 95.5%* |
| 2007 | 99.1%* | N/A | N/A | 99.1%* |
| 99th Medical Group—O'Callaghan Hospital | | | | |
| 2008 | 93.6%* | N/A | N/A | 93.6%* |
| 2007 | 100%** | N/A | N/A | 100%** |
| 366th Medical Group—Mountain Home | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | 93.2%** | N/A | N/A | 93.2%** |
| 374th Medical Group—Yokota AB | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 375th Medical Group—Scott | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the service (e.g., Air Force). Your MHS score is: higher ↑ or lower ↓ than the overall score for the service.

After Your Baby Was Born (Maternity Only)

During this hospital stay, how often did doctors show care and sensitivity to worries and concerns you had about your baby?

| | Percent Most Positive Response | | | |
|-------------------------------------|--------------------------------|------------|------------|--------------|
| | Overall | Medical | Surgical | Obstetric |
| Overall—MHS 2008 | 71.2% | N/A | N/A | 71.2% |
| Overall—MHS 2007 | 69.2% | N/A | N/A | 69.2% |
| Air Force, Overall | 77.1% | N/A | N/A | 77.1% |
| 1st Medical Group—Langley | | | | |
| 2008 | 67.0%* | N/A | N/A | 67.0%* |
| 2007 | 65.4%* | N/A | N/A | 65.4%* |
| 3rd Medical Group—Elmendorf | | | | |
| 2008 | 81.1%* | N/A | N/A | 81.1%* |
| 2007 | 71.8%* | N/A | N/A | 71.8%* |
| 10th Medical Group—USAF Academy CO | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 31st Medical Group—Aviano | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 35th Medical Group—Misawa | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 48th Medical Group—Lakenheath | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 77.0%** | N/A | N/A | 77.0%** |
| 51st Medical Group—Osan AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 52nd Medical Group—Spangdahlem | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 59th Med Wing—Lackland | | | | |
| 2008 | 74.3%* | N/A | N/A | 74.3%* |
| 2007 | 64.4% | N/A | N/A | 64.4% |
| 60th Medical Group—Travis | | | | |
| 2008 | 83.0%* | N/A | N/A | 83.0%* |
| 2007 | 72.5%** | N/A | N/A | 72.5%** |
| 74th Medical Group—Wright-Patterson | | | | |
| 2008 | 89.2%* ↑ | N/A | N/A | 89.2%* |
| 2007 | 93.0%* | N/A | N/A | 93.0%* |
| 81st Medical Group—Keesler | | | | |
| 2008 | 71.7%** | N/A | N/A | 71.7%** |
| 2007 | 94.2%** | N/A | N/A | 94.2%** |

(continued)

After Your Baby Was Born (Maternity Only)

During this hospital stay, how often did doctors show care and sensitivity to worries and concerns you had about your baby? (continued)

| | Percent Most Positive Response | | | |
|--|--------------------------------|---------|----------|-----------|
| | Overall | Medical | Surgical | Obstetric |
| 89th Medical Group—Andrews | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 78.9%** | N/A | N/A | 78.9%** |
| 96th Medical Group—Eglin | | | | |
| 2008 | 79.5%* | N/A | N/A | 79.5%* |
| 2007 | 80.5%* | N/A | N/A | 80.5%* |
| 99th Medical Group—O'Callaghan Hospital | | | | |
| 2008 | 63.4%* | N/A | N/A | 63.4%* |
| 2007 | 81.2%** | N/A | N/A | 81.2%** |
| 366th Medical Group—Mountain Home | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 374th Medical Group—Yokota AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 375th Medical Group—Scott | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the service (e.g., Air Force). Your MHS score is: higher ↑ or lower ↓ than the overall score for the service.

After Your Baby Was Born (Maternity Only)

During this hospital stay, did you feel that there was at least one doctor who had a full understanding of your baby's condition and treatment?

| | Percent Most Positive Response | | | |
|-------------------------------------|--------------------------------|------------|------------|--------------|
| | Overall | Medical | Surgical | Obstetric |
| Overall—MHS 2008 | 71.9% | N/A | N/A | 71.9% |
| Overall—MHS 2007 | 68.7% | N/A | N/A | 68.7% |
| Air Force, Overall | 73.2% | N/A | N/A | 73.2% |
| 1st Medical Group—Langley | | | | |
| 2008 | 61.1%* | N/A | N/A | 61.1%* |
| 2007 | 56.9%* | N/A | N/A | 56.9%* |
| 3rd Medical Group—Elmendorf | | | | |
| 2008 | 70.3%* | N/A | N/A | 70.3%* |
| 2007 | 77.7%* | N/A | N/A | 77.7%* |
| 10th Medical Group—USAF Academy CO | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 31st Medical Group—Aviano | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 35th Medical Group—Misawa | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 48th Medical Group—Lakenheath | | | | |
| 2008 | 58.5%** | N/A | N/A | 58.5%** |
| 2007 | 80.7%** | N/A | N/A | 80.7%** |
| 51st Medical Group—Osan AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 52nd Medical Group—Spangdahlem | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 59th Med Wing—Lackland | | | | |
| 2008 | 71.2%* | N/A | N/A | 71.2%* |
| 2007 | 56.4% | N/A | N/A | 56.4% |
| 60th Medical Group—Travis | | | | |
| 2008 | 81.4%* | N/A | N/A | 81.4%* |
| 2007 | 76.9%* | N/A | N/A | 76.9%* |
| 74th Medical Group—Wright-Patterson | | | | |
| 2008 | 81.8%* | N/A | N/A | 81.8%* |
| 2007 | 88.6%* | N/A | N/A | 88.6%* |
| 81st Medical Group—Keesler | | | | |
| 2008 | 76.3%** | N/A | N/A | 76.3%** |
| 2007 | 87.6%** | N/A | N/A | 87.6%** |

(continued)

After Your Baby Was Born (Maternity Only)

During this hospital stay, did you feel that there was at least one doctor who had a full understanding of your baby's condition and treatment? (continued)

| | Percent Most Positive Response | | | |
|--|--------------------------------|---------|----------|-----------|
| | Overall | Medical | Surgical | Obstetric |
| 89th Medical Group—Andrews | | | | |
| 2008 | 84.8%** | N/A | N/A | 84.8%** |
| 2007 | 79.8%** | N/A | N/A | 79.8%** |
| 96th Medical Group—Eglin | | | | |
| 2008 | 75.7%* | N/A | N/A | 75.7%* |
| 2007 | 68.1%* | N/A | N/A | 68.1%* |
| 99th Medical Group—O'Callaghan Hospital | | | | |
| 2008 | 69.0%* | N/A | N/A | 69.0%* |
| 2007 | 91.2%** | N/A | N/A | 91.2%** |
| 366th Medical Group—Mountain Home | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 59.6%** | N/A | N/A | 59.6%** |
| 374th Medical Group—Yokota AB | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 375th Medical Group—Scott | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the service (e.g., Air Force). Your MHS score is: higher ↑ or lower ↓ than the overall score for the service.

After Your Baby Was Born (Maternity Only)

During this hospital stay, how often did the doctors involve you as much as you wanted in the decisions about your baby's treatment?

| | Percent Most Positive Response | | | |
|-------------------------------------|--------------------------------|------------|------------|--------------|
| | Overall | Medical | Surgical | Obstetric |
| Overall—MHS 2008 | 76.5% | N/A | N/A | 76.5% |
| Overall—MHS 2007 | 73.2% | N/A | N/A | 73.2% |
| Air Force, Overall | 80.9% | N/A | N/A | 80.9% |
| 1st Medical Group—Langley | | | | |
| 2008 | 67.4%* | N/A | N/A | 67.4%* |
| 2007 | 64.9%* | N/A | N/A | 64.9%* |
| 3rd Medical Group—Elmendorf | | | | |
| 2008 | 82.6%* | N/A | N/A | 82.6%* |
| 2007 | 79.5%* | N/A | N/A | 79.5%* |
| 10th Medical Group—USAF Academy CO | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 31st Medical Group—Aviano | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 35th Medical Group—Misawa | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 48th Medical Group—Lakenheath | | | | |
| 2008 | 79.9%** | N/A | N/A | 79.9%** |
| 2007 | 76.2%** | N/A | N/A | 76.2%** |
| 51st Medical Group—Osan AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 52nd Medical Group—Spangdahlem | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 59th Med Wing—Lackland | | | | |
| 2008 | 74.2%* | N/A | N/A | 74.2%* |
| 2007 | 71.3%* | N/A | N/A | 71.3%* |
| 60th Medical Group—Travis | | | | |
| 2008 | 92.8%** ↑ | N/A | N/A | 92.8%** |
| 2007 | 77.9%** | N/A | N/A | 77.9%** |
| 74th Medical Group—Wright-Patterson | | | | |
| 2008 | 86.6%* | N/A | N/A | 86.6%* |
| 2007 | 90.6%* | N/A | N/A | 90.6%* |
| 81st Medical Group—Keesler | | | | |
| 2008 | 86.0%** | N/A | N/A | 86.0%** |
| 2007 | 90.5%** | N/A | N/A | 90.5%** |

(continued)

After Your Baby Was Born (Maternity Only)

During this hospital stay, how often did the doctors involve you as much as you wanted in the decisions about your baby’s treatment? (continued)

| | Percent Most Positive Response | | | |
|--|--------------------------------|---------|----------|-----------|
| | Overall | Medical | Surgical | Obstetric |
| 89th Medical Group—Andrews | | | | |
| 2008 | 89.5%** | N/A | N/A | 89.5%** |
| 2007 | 82.9%** | N/A | N/A | 82.9%** |
| 96th Medical Group—Eglin | | | | |
| 2008 | 84.6%* | N/A | N/A | 84.6%* |
| 2007 | 80.7%* | N/A | N/A | 80.7%* |
| 99th Medical Group—O’Callaghan Hospital | | | | |
| 2008 | 72.5%* | N/A | N/A | 72.5%* |
| 2007 | 80.6%** | N/A | N/A | 80.6%** |
| 366th Medical Group—Mountain Home | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 374th Medical Group—Yokota AB | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 375th Medical Group—Scott | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |

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After Your Baby Was Born (Maternity Only)

During this hospital stay, how often did the doctors and nurses seem informed and up-to-date about all the care your baby received?

| | Percent Most Positive Response | | | |
|-------------------------------------|--------------------------------|------------|------------|--------------|
| | Overall | Medical | Surgical | Obstetric |
| Overall—MHS 2008 | 62.6% | N/A | N/A | 62.6% |
| Overall—MHS 2007 | 60.1% | N/A | N/A | 60.1% |
| Air Force, Overall | 65.1% | N/A | N/A | 65.1% |
| 1st Medical Group—Langley | | | | |
| 2008 | 58.1%* | N/A | N/A | 58.1%* |
| 2007 | 48.5%* | N/A | N/A | 48.5%* |
| 3rd Medical Group—Elmendorf | | | | |
| 2008 | 65.5%* | N/A | N/A | 65.5%* |
| 2007 | 72.0%* | N/A | N/A | 72.0%* |
| 10th Medical Group—USAF Academy CO | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 31st Medical Group—Aviano | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 35th Medical Group—Misawa | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 48th Medical Group—Lakenheath | | | | |
| 2008 | 56.9%** | N/A | N/A | 56.9%** |
| 2007 | 72.4%** | N/A | N/A | 72.4%** |
| 51st Medical Group—Osan AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 52nd Medical Group—Spangdahlem | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 59th Med Wing—Lackland | | | | |
| 2008 | 62.5%* | N/A | N/A | 62.5%* |
| 2007 | 44.5% | N/A | N/A | 44.5% |
| 60th Medical Group—Travis | | | | |
| 2008 | 66.4%* | N/A | N/A | 66.4%* |
| 2007 | 76.3%* | N/A | N/A | 76.3%* |
| 74th Medical Group—Wright-Patterson | | | | |
| 2008 | 70.7%* | N/A | N/A | 70.7%* |
| 2007 | 84.8%* | N/A | N/A | 84.8%* |
| 81st Medical Group—Keesler | | | | |
| 2008 | 59.6%** | N/A | N/A | 59.6%** |
| 2007 | 52.2%** | N/A | N/A | 52.2%** |

(continued)

After Your Baby Was Born (Maternity Only)

During this hospital stay, how often did the doctors and nurses seem informed and up-to-date about all the care your baby received? (continued)

| | Percent Most Positive Response | | | |
|--|--------------------------------|---------|----------|-----------|
| | Overall | Medical | Surgical | Obstetric |
| 89th Medical Group—Andrews | | | | |
| 2008 | 59.3%** | N/A | N/A | 59.3%** |
| 2007 | 82.1%** | N/A | N/A | 82.1%** |
| 96th Medical Group—Eglin | | | | |
| 2008 | 67.1%* | N/A | N/A | 67.1%* |
| 2007 | 62.5%* | N/A | N/A | 62.5%* |
| 99th Medical Group—O'Callaghan Hospital | | | | |
| 2008 | 58.8%* | N/A | N/A | 58.8%* |
| 2007 | 81.9%** | N/A | N/A | 81.9%** |
| 366th Medical Group—Mountain Home | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | 59.6%** | N/A | N/A | 59.6%** |
| 374th Medical Group—Yokota AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 375th Medical Group—Scott | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |

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After Your Baby Was Born (Maternity Only)

Did hospital staff teach you what you needed to know to take care of yourself after you left the hospital?

| | Percent Most Positive Response | | | |
|-------------------------------------|--------------------------------|------------|------------|--------------|
| | Overall | Medical | Surgical | Obstetric |
| Overall—MHS 2008 | 68.1% | N/A | N/A | 68.1% |
| Overall—MHS 2007 | 66.6% | N/A | N/A | 66.6% |
| Air Force, Overall | 68.8% | N/A | N/A | 68.8% |
| 1st Medical Group—Langley | | | | |
| 2008 | 57.3%* | N/A | N/A | 57.3%* |
| 2007 | 55.2%* | N/A | N/A | 55.2%* |
| 3rd Medical Group—Elmendorf | | | | |
| 2008 | 50.5%* ↓ | N/A | N/A | 50.5%* |
| 2007 | 61.5%* | N/A | N/A | 61.5%* |
| 10th Medical Group—USAF Academy CO | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 31st Medical Group—Aviano | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 35th Medical Group—Misawa | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 48th Medical Group—Lakenheath | | | | |
| 2008 | 61.2%** | N/A | N/A | 61.2%** |
| 2007 | 82.6%** | N/A | N/A | 82.6%** |
| 51st Medical Group—Osan AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 52nd Medical Group—Spangdahlem | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 59th Med Wing—Lackland | | | | |
| 2008 | 62.2%* | N/A | N/A | 62.2%* |
| 2007 | 55.3% | N/A | N/A | 55.3% |
| 60th Medical Group—Travis | | | | |
| 2008 | 90.8%* ↑ | N/A | N/A | 90.8%* |
| 2007 | 70.6%* | N/A | N/A | 70.6%* |
| 74th Medical Group—Wright-Patterson | | | | |
| 2008 | 93.5%* ↑ | N/A | N/A | 93.5%* |
| 2007 | 76.5%* | N/A | N/A | 76.5%* |
| 81st Medical Group—Keesler | | | | |
| 2008 | 64.9%** | N/A | N/A | 64.9%** |
| 2007 | 75.3%** | N/A | N/A | 75.3%** |

(continued)

After Your Baby Was Born (Maternity Only)

Did hospital staff teach you what you needed to know to take care of yourself after you left the hospital? (continued)

| | Percent Most Positive Response | | | |
|--|--------------------------------|---------|----------|-----------|
| | Overall | Medical | Surgical | Obstetric |
| 89th Medical Group—Andrews | | | | |
| 2008 | 79.4%** | N/A | N/A | 79.4%** |
| 2007 | 79.8%** | N/A | N/A | 79.8%** |
| 96th Medical Group—Eglin | | | | |
| 2008 | 73.4%* | N/A | N/A | 73.4%* |
| 2007 | 70.0%* | N/A | N/A | 70.0%* |
| 99th Medical Group—O'Callaghan Hospital | | | | |
| 2008 | 72.4%* | N/A | N/A | 72.4%* |
| 2007 | 82.8%** | N/A | N/A | 82.8%** |
| 366th Medical Group—Mountain Home | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 73.5%** | N/A | N/A | 73.5%** |
| 374th Medical Group—Yokota AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 375th Medical Group—Scott | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |

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*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the service (e.g., Air Force). Your MHS score is: higher ↑ or lower ↓ than the overall score for the service.

About Your Care and Surgery (Surgical Questionnaire Only)

Did your surgeon or other doctors explain the risks and benefits of the surgery in a way you could understand?

| | Percent Most Positive Response | | | |
|--|--------------------------------|------------|--------------|------------|
| | Overall | Medical | Surgical | Obstetric |
| Overall—MHS 2008 | 88.3% | N/A | 88.3% | N/A |
| Overall—MHS 2007 | 86.9% | N/A | 86.9% | N/A |
| Air Force, Overall | 93.3% | N/A | 93.3% | N/A |
| 1st Medical Group—Langley | | | | |
| 2008 | 96.2%** | N/A | 96.2%** | N/A |
| 2007 | 73.2%** | N/A | 73.2%** | N/A |
| 3rd Medical Group—Elmendorf | | | | |
| 2008 | 88.4%* | N/A | 88.4%* | N/A |
| 2007 | 81.8%* | N/A | 81.8%* | N/A |
| 10th Medical Group—USAF Academy CO | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | 96.4%* | N/A | 96.4%* | N/A |
| 31st Medical Group—Aviano | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 35th Medical Group—Misawa | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 48th Medical Group—Lakenheath | | | | |
| 2008 | N/A ↓ | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 51st Medical Group—Osan AB | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 52nd Medical Group—Spangdahlem | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 59th Med Wing—Lackland | | | | |
| 2008 | 94.1% | N/A | 94.1% | N/A |
| 2007 | 87.4% | N/A | 87.4% | N/A |
| 60th Medical Group—Travis | | | | |
| 2008 | 94.5%* | N/A | 94.5%* | N/A |
| 2007 | 88.8%* | N/A | 88.8%* | N/A |
| 74th Medical Group—Wright-Patterson | | | | |
| 2008 | 95.8%* | N/A | 95.8%* | N/A |
| 2007 | 92.9%* | N/A | 92.9%* | N/A |
| 81st Medical Group—Keesler | | | | |
| 2008 | 93.6%** | N/A | 93.6%** | N/A |
| 2007 | 89.6%** | N/A | 89.6%** | N/A |

(continued)

About Your Care and Surgery (Surgical Questionnaire Only)

Did your surgeon or other doctors explain the risks and benefits of the surgery in a way you could understand? (continued)

| | Percent Most Positive Response | | | |
|--|--------------------------------|---------|----------|-----------|
| | Overall | Medical | Surgical | Obstetric |
| 89th Medical Group—Andrews | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 97.8%** | N/A | 97.8%** | N/A |
| 96th Medical Group—Eglin | | | | |
| 2008 | 98.6%* ↑ | N/A | 98.6%* | N/A |
| 2007 | 97.2%* | N/A | 97.2%* | N/A |
| 99th Medical Group—O’Callaghan Hospital | | | | |
| 2008 | 100%** ↑ | N/A | 100%** | N/A |
| 2007 | 83.3%** | N/A | 83.3%** | N/A |
| 366th Medical Group—Mountain Home | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 374th Medical Group—Yokota AB | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 375th Medical Group—Scott | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the service (e.g., Air Force). Your MHS score is: higher ↑ or lower ↓ than the overall score for the service.

About Your Care and Surgery (Surgical Questionnaire Only)

During this hospital stay, how often did doctors or surgeons show care and sensitivity to worries and concerns you had about your surgery?

| | Percent Most Positive Response | | | |
|-------------------------------------|--------------------------------|------------|--------------|------------|
| | Overall | Medical | Surgical | Obstetric |
| Overall—MHS 2008 | 79.0% | N/A | 79.0% | N/A |
| Overall—MHS 2007 | 76.3% | N/A | 76.3% | N/A |
| Air Force, Overall | 80.9% | N/A | 80.9% | N/A |
| 1st Medical Group—Langley | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 65.2%** | N/A | 65.2%** | N/A |
| 3rd Medical Group—Elmendorf | | | | |
| 2008 | 79.7%* | N/A | 79.7%* | N/A |
| 2007 | 59.2%* | N/A | 59.2%* | N/A |
| 10th Medical Group—USAF Academy CO | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | 92.8%* | N/A | 92.8%* | N/A |
| 31st Medical Group—Aviano | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 35th Medical Group—Misawa | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 48th Medical Group—Lakenheath | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 51st Medical Group—Osan AB | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 52nd Medical Group—Spangdahlem | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 59th Med Wing—Lackland | | | | |
| 2008 | 72.9% | N/A | 72.9% | N/A |
| 2007 | 83.5% | N/A | 83.5% | N/A |
| 60th Medical Group—Travis | | | | |
| 2008 | 85.9%* | N/A | 85.9%* | N/A |
| 2007 | 84.8%* | N/A | 84.8%* | N/A |
| 74th Medical Group—Wright-Patterson | | | | |
| 2008 | 83.2%* | N/A | 83.2%* | N/A |
| 2007 | 83.8%* | N/A | 83.8%* | N/A |
| 81st Medical Group—Keesler | | | | |
| 2008 | 76.7%** | N/A | 76.7%** | N/A |
| 2007 | 79.4%** | N/A | 79.4%** | N/A |

(continued)

About Your Care and Surgery (Surgical Questionnaire Only)

During this hospital stay, how often did doctors or surgeons show care and sensitivity to worries and concerns you had about your surgery? (continued)

| | Percent Most Positive Response | | | |
|--|--------------------------------|---------|----------|-----------|
| | Overall | Medical | Surgical | Obstetric |
| 89th Medical Group—Andrews | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | 82.1%** | N/A | 82.1%** | N/A |
| 96th Medical Group—Eglin | | | | |
| 2008 | 73.6%* | N/A | 73.6%* | N/A |
| 2007 | 92.0%* | N/A | 92.0%* | N/A |
| 99th Medical Group—O'Callaghan Hospital | | | | |
| 2008 | 81.3%** | N/A | 81.3%** | N/A |
| 2007 | 77.0%** | N/A | 77.0%** | N/A |
| 366th Medical Group—Mountain Home | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 374th Medical Group—Yokota AB | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 375th Medical Group—Scott | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the service (e.g., Air Force). Your MHS score is: higher ↑ or lower ↓ than the overall score for the service.

Experiences in this Hospital

Did the staff who helped you fill out the paperwork for this hospital stay treat you with courtesy and respect?

| | Percent Most Positive Response | | | |
|-------------------------------------|--------------------------------|--------------|--------------|--------------|
| | Overall | Medical | Surgical | Obstetric |
| Overall—MHS 2008 | 79.5% | 79.8% | 85.2% | 74.4% |
| Overall—MHS 2007 | 78.7% | 80.3% | 82.6% | 73.6% |
| Air Force, Overall | 80.9% | 85.1% | 86.5% | 74.6% |
| 1st Medical Group—Langley | | | | |
| 2008 | 66.0%* ↓ | N/A | 94.2%** | 64.0%* |
| 2007 | 70.1%* | N/A | 64.1%** | 71.4%* |
| 3rd Medical Group—Elmendorf | | | | |
| 2008 | 75.6% | 83.2%** | 88.1%* | 66.3%* |
| 2007 | 81.1% | 83.8%* | 90.5%* | 72.1%* |
| 10th Medical Group—USAF Academy CO | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 80.6%* | 67.7%* | 96.2%* | N/A |
| 31st Medical Group—Aviano | | | | |
| 2008 | 84.5%** | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 35th Medical Group—Misawa | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 63.8%** | N/A | N/A | N/A |
| 48th Medical Group—Lakenheath | | | | |
| 2008 | 85.1%** | N/A | N/A | 74.3%** |
| 2007 | 74.4%* | N/A | N/A | 72.1%** |
| 51st Medical Group—Osan AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 52nd Medical Group—Spangdahlem | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 59th Med Wing—Lackland | | | | |
| 2008 | 76.2% | 81.1% | 70.2% | 74.3%* |
| 2007 | 74.7% | 79.2% | 68.0% | 73.1% |
| 60th Medical Group—Travis | | | | |
| 2008 | 84.9% | 89.9% | 89.2%* | 73.4%* |
| 2007 | 80.7% | 87.6% | 87.7%* | 61.0%* |
| 74th Medical Group—Wright-Patterson | | | | |
| 2008 | 89.3% ↑ | 94.2% | 93.8%* | 78.0%* |
| 2007 | 89.0% | 86.8% | 95.5%* | 85.5%* |
| 81st Medical Group—Keesler | | | | |
| 2008 | 89.3% | 92.7%* | 82.4%** | 88.1%** |
| 2007 | 87.8% | 88.1%* | 83.9%** | 88.5%** |

(continued)

Experiences in this Hospital

Did the staff who helped you fill out the paperwork for this hospital stay treat you with courtesy and respect? (continued)

| | Percent Most Positive Response | | | |
|--|--------------------------------|---------|----------|-----------|
| | Overall | Medical | Surgical | Obstetric |
| 89th Medical Group—Andrews | | | | |
| 2008 | 80.7%* | N/A | N/A | 72.1%** |
| 2007 | 78.2%* | 74.2%** | 69.1%** | 95.2%** |
| 96th Medical Group—Eglin | | | | |
| 2008 | 86.6% | 96.1%* | 98.6%* | 76.1%* |
| 2007 | 88.4% | 84.2%* | 94.5%* | 87.8%* |
| 99th Medical Group—O’Callaghan Hospital | | | | |
| 2008 | 82.6% | 81.7%* | 97.5%** | 78.9%* |
| 2007 | 81.6%* | 76.8%* | 76.7%** | 88.0%** |
| 366th Medical Group—Mountain Home | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 75.7%** | N/A | N/A | N/A |
| 374th Medical Group—Yokota AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 72.7%** | N/A | N/A | N/A |
| 375th Medical Group—Scott | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

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**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the service (e.g., Air Force). Your MHS score is: higher ↑ or lower ↓ than the overall score for the service.

Experiences in this Hospital

How often did you get the help you needed with bathing and keeping clean?

| | Percent Most Positive Response | | | |
|-------------------------------------|--------------------------------|--------------|--------------|---------------|
| | Overall | Medical | Surgical | Obstetric |
| Overall—MHS 2008 | 55.2% | 54.8% | 59.0% | 50.9% |
| Overall—MHS 2007 | 53.8% | 53.1% | 56.7% | 50.7% |
| Air Force, Overall | 56.8% | 68.0% | 62.5% | 45.1%* |
| 1st Medical Group—Langley | | | | |
| 2008 | 44.5%** | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 3rd Medical Group—Elmendorf | | | | |
| 2008 | 76.4%** | N/A | N/A | N/A |
| 2007 | 66.4%* | N/A | N/A | N/A |
| 10th Medical Group—USAF Academy CO | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 78.6%** | N/A | N/A | N/A |
| 31st Medical Group—Aviano | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 35th Medical Group—Misawa | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 48th Medical Group—Lakenheath | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 51st Medical Group—Osan AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 52nd Medical Group—Spangdahlem | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 59th Med Wing—Lackland | | | | |
| 2008 | 43.1% | 63.0%* | 37.3%* | 26.3%** |
| 2007 | 49.4% | 54.9%* | 37.2%* | 52.0%** |
| 60th Medical Group—Travis | | | | |
| 2008 | 63.2%* | 46.2%** | 74.3%** | N/A |
| 2007 | 56.2%* | 59.5%** | 51.7%** | N/A |
| 74th Medical Group—Wright-Patterson | | | | |
| 2008 | 70.3%* | N/A | 81.1%** | N/A |
| 2007 | 50.1%* | 35.6%** | 70.4%** | N/A |
| 81st Medical Group—Keesler | | | | |
| 2008 | 74.4%** | N/A | N/A | N/A |
| 2007 | 69.3%** | 51.6%** | N/A | N/A |

(continued)

Experiences in this Hospital

How often did you get the help you needed with bathing and keeping clean? (continued)

| | Percent Most Positive Response | | | |
|--|--------------------------------|---------|----------|-----------|
| | Overall | Medical | Surgical | Obstetric |
| 89th Medical Group—Andrews | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | 82.4%** | N/A | N/A | N/A |
| 96th Medical Group—Eglin | | | | |
| 2008 | 67.4%** | N/A | N/A | N/A |
| 2007 | 71.4%* | N/A | N/A | 62.6%** |
| 99th Medical Group—O'Callaghan Hospital | | | | |
| 2008 | 77.5%** | N/A | N/A | N/A |
| 2007 | 67.4%** | N/A | N/A | N/A |
| 366th Medical Group—Mountain Home | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 374th Medical Group—Yokota AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 375th Medical Group—Scott | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |

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Experiences in this Hospital

During this hospital stay, how often did you have a hard time speaking with or understanding a doctor, nurse, or other hospital staff because you spoke different languages?

| | Percent Most Positive Response | | | |
|-------------------------------------|--------------------------------|--------------|--------------|--------------|
| | Overall | Medical | Surgical | Obstetric |
| Overall—MHS 2008 | 97.9% | 97.2% | 98.3% | 98.3% |
| Overall—MHS 2007 | 97.6% | 96.9% | 98.5% | 97.7% |
| Air Force, Overall | 98.7% | 97.7% | 99.6% | 99.2% |
| 1st Medical Group—Langley | | | | |
| 2008 | 98.4%* | N/A | 100%** | 98.0%* |
| 2007 | 98.5%* | N/A | 100%** | 98.0%* |
| 3rd Medical Group—Elmendorf | | | | |
| 2008 | 97.5% | 100%** | 98.9%* | 95.8%* |
| 2007 | 100.0% | 100%* | 100%* | 100%* |
| 10th Medical Group—USAF Academy CO | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | 99.1%* | 98.4%* | 100%* | N/A |
| 31st Medical Group—Aviano | | | | |
| 2008 | 100%** ↑ | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 35th Medical Group—Misawa | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | 100%** | N/A | N/A | N/A |
| 48th Medical Group—Lakenheath | | | | |
| 2008 | 100%** ↑ | N/A | N/A | 100%** |
| 2007 | 100%* | N/A | N/A | 100%** |
| 51st Medical Group—Osan AB | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 52nd Medical Group—Spangdahlem | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 59th Med Wing—Lackland | | | | |
| 2008 | 98.3% | 96.6% | 98.9% | 100%* |
| 2007 | 98.2% | 98.1% | 99.2% | 97.6% |
| 60th Medical Group—Travis | | | | |
| 2008 | 99.5% | 98.8% | 100%* | 100%* |
| 2007 | 95.8% | 93.9% | 95.4%* | 100%* |
| 74th Medical Group—Wright-Patterson | | | | |
| 2008 | 99.5% | 98.8% | 100%* | 100%* |
| 2007 | 98.7% | 96.8% | 100%* | 100%* |
| 81st Medical Group—Keesler | | | | |
| 2008 | 95.3% | 90.9%* | 100%** | 100%** |
| 2007 | 97.3% | 98.8%* | 94.8%** | 95.5%** |

(continued)

Experiences in this Hospital

During this hospital stay, how often did you have a hard time speaking with or understanding a doctor, nurse, or other hospital staff because you spoke different languages? (continued)

| | Percent Most Positive Response | | | |
|--|--------------------------------|---------|----------|-----------|
| | Overall | Medical | Surgical | Obstetric |
| 89th Medical Group—Andrews | | | | |
| 2008 | 100%* ↑ | N/A | N/A | 100%** |
| 2007 | 100%* | 100%** | 100%** | 100%** |
| 96th Medical Group—Eglin | | | | |
| 2008 | 99.3% | 100%* | 100%* | 98.5%* |
| 2007 | 97.3% | 98.8%* | 100%* | 94.8%* |
| 99th Medical Group—O'Callaghan Hospital | | | | |
| 2008 | 99.3% | 98.6%* | 100%** | 100%* |
| 2007 | 100%* | 100%* | 100%** | 100%** |
| 366th Medical Group—Mountain Home | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | 100%** | N/A | N/A | N/A |
| 374th Medical Group—Yokota AB | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | 100%** | N/A | N/A | N/A |
| 375th Medical Group—Scott | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |

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Arrow represents statistically significant differences, at the 95% confidence level, from the service (e.g., Air Force). Your MHS score is: higher ↑ or lower ↓ than the overall score for the service.

Interactions with Other Hospital Staff

How often did the radiology staff explain your treatment or tests in a way that was easy to understand?

| | Percent Most Positive Response | | | |
|-------------------------------------|--------------------------------|--------------|--------------|---------------|
| | Overall | Medical | Surgical | Obstetric |
| Overall—MHS 2008 | 71.2% | 69.3% | 73.9% | 75.3% |
| Overall—MHS 2007 | 68.7% | 66.5% | 71.6% | 73.1% |
| Air Force, Overall | 73.6% | 72.1% | 75.3% | 77.3%* |
| 1st Medical Group—Langley | | | | |
| 2008 | 77.9%** | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 3rd Medical Group—Elmendorf | | | | |
| 2008 | 76.8%* | 63.5%** | 93.0%** | N/A |
| 2007 | 60.5%* | 46.8%** | 86.2%** | N/A |
| 10th Medical Group—USAF Academy CO | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 65.5%* | 58.8%** | N/A | N/A |
| 31st Medical Group—Aviano | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 35th Medical Group—Misawa | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 48th Medical Group—Lakenheath | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 51st Medical Group—Osan AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 52nd Medical Group—Spangdahlem | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 59th Med Wing—Lackland | | | | |
| 2008 | 69.2% | 71.7% | 60.3%* | 73.4%** |
| 2007 | 70.6% | 68.8% | 77.7%* | 69.5%** |
| 60th Medical Group—Travis | | | | |
| 2008 | 82.5% | 83.7%* | 83.5%* | N/A |
| 2007 | 79.2% | 74.7%* | 88.4%* | N/A |
| 74th Medical Group—Wright-Patterson | | | | |
| 2008 | 74.3% | 81.2%* | 62.0%* | N/A |
| 2007 | 74.4% | 70.5%* | 77.4%* | N/A |
| 81st Medical Group—Keesler | | | | |
| 2008 | 78.8%* | 75.7%* | N/A | N/A |
| 2007 | 74.8%* | 76.5%* | N/A | N/A |

(continued)

Interactions with Other Hospital Staff

How often did the radiology staff explain your treatment or tests in a way that was easy to understand? (continued)

| | Percent Most Positive Response | | | |
|--|--------------------------------|---------|----------|-----------|
| | Overall | Medical | Surgical | Obstetric |
| 89th Medical Group—Andrews | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 86.7%** | N/A | N/A | N/A |
| 96th Medical Group—Eglin | | | | |
| 2008 | 80.1%* | 76.3%* | N/A | N/A |
| 2007 | 71.5%* | 70.4%* | 74.8%** | N/A |
| 99th Medical Group—O'Callaghan Hospital | | | | |
| 2008 | 63.6%* | 57.7%* | N/A | N/A |
| 2007 | 72.8%* | 69.9%* | N/A | N/A |
| 366th Medical Group—Mountain Home | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 374th Medical Group—Yokota AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 375th Medical Group—Scott | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

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Arrow represents statistically significant differences, at the 95% confidence level, from the service (e.g., Air Force). Your MHS score is: higher ↑ or lower ↓ than the overall score for the service.

Interactions with Other Hospital Staff

During this hospital stay, how often was the staff delivering your food courteous and helpful?

| | Percent Most Positive Response | | | |
|-------------------------------------|--------------------------------|--------------|--------------|--------------|
| | Overall | Medical | Surgical | Obstetric |
| Overall—MHS 2008 | 74.0% | 73.2% | 77.6% | 71.9% |
| Overall—MHS 2007 | 71.2% | 71.3% | 73.9% | 69.0% |
| Air Force, Overall | 75.5% | 78.9% | 74.5% | 72.9% |
| 1st Medical Group—Langley | | | | |
| 2008 | 76.1%* | N/A | 90.3%** | 72.1%* |
| 2007 | 64.9%* | N/A | 86.4%** | 58.5%* |
| 3rd Medical Group—Elmendorf | | | | |
| 2008 | 78.5% | 87.0%** | 86.5%* | 71.0%* |
| 2007 | 80.9% | 90.8%* | 90.4%* | 65.7%* |
| 10th Medical Group—USAF Academy CO | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | 80.9%* | 74.0%* | 89.4%* | N/A |
| 31st Medical Group—Aviano | | | | |
| 2008 | 72.3%** | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 35th Medical Group—Misawa | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 82.6%** | N/A | N/A | N/A |
| 48th Medical Group—Lakenheath | | | | |
| 2008 | 61.8%* | N/A | N/A | 61.8%** |
| 2007 | 67.9%* | N/A | N/A | 62.7%** |
| 51st Medical Group—Osan AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 52nd Medical Group—Spangdahlem | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 59th Med Wing—Lackland | | | | |
| 2008 | 70.4% | 77.2% | 56.4% | 71.1%* |
| 2007 | 68.0% | 71.5% | 70.0% | 61.5% |
| 60th Medical Group—Travis | | | | |
| 2008 | 78.0% | 81.9% | 82.2%* | 68.0%* |
| 2007 | 76.1% | 81.6% | 78.7%* | 62.6%* |
| 74th Medical Group—Wright-Patterson | | | | |
| 2008 | 83.5% ↑ | 85.6% | 76.6%* | 86.8%* |
| 2007 | 77.3% | 73.0% | 79.3%* | 81.3%* |
| 81st Medical Group—Keesler | | | | |
| 2008 | 78.8% | 83.6%* | 74.7%** | 73.6%** |
| 2007 | 79.1% | 80.1%* | 85.3%** | 75.7%** |

(continued)

Interactions with Other Hospital Staff

During this hospital stay, how often was the staff delivering your food courteous and helpful? (continued)

| | Percent Most Positive Response | | | |
|--|--------------------------------|---------|----------|-----------|
| | Overall | Medical | Surgical | Obstetric |
| 89th Medical Group—Andrews | | | | |
| 2008 | 73.9%* | N/A | N/A | 57.3%** |
| 2007 | 83.8%* | 86.1%** | 79.1%** | 86.9%** |
| 96th Medical Group—Eglin | | | | |
| 2008 | 72.2% | 76.2%* | 74.2%* | 68.9%* |
| 2007 | 78.8% | 79.1%* | 86.0%* | 74.9%* |
| 99th Medical Group—O’Callaghan Hospital | | | | |
| 2008 | 76.0% | 71.8%* | 96.8%** | 75.3%* |
| 2007 | 85.6%* | 80.4%* | 77.4%** | 93.7%** |
| 366th Medical Group—Mountain Home | | | | |
| 2008 | 91.1%** ↑ | N/A | N/A | N/A |
| 2007 | 79.4%** | N/A | N/A | 74.3%** |
| 374th Medical Group—Yokota AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 65.7%** | N/A | N/A | N/A |
| 375th Medical Group—Scott | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the service (e.g., Air Force). Your MHS score is: higher ↑ or lower ↓ than the overall score for the service.

Interactions with Other Hospital Staff

On a scale of 0 to 10 where 0 is the worst tasting food and 10 is the best tasting food, how would you rate the food you received during this hospital stay?

| | Percent Most Positive Response | | | |
|-------------------------------------|--------------------------------|--------------|--------------|--------------|
| | Overall | Medical | Surgical | Obstetric |
| Overall—MHS 2008 | 21.5% | 23.8% | 23.3% | 17.3% |
| Overall—MHS 2007 | 11.4% | 11.5% | 12.0% | 10.7% |
| Air Force, Overall | 17.0% | 20.5% | 19.5% | 12.7% |
| 1st Medical Group—Langley | | | | |
| 2008 | 21.7%* | N/A | 47.1%** | 17.4%* |
| 2007 | 18.0%* | N/A | 35.9%** | 13.1%* |
| 3rd Medical Group—Elmendorf | | | | |
| 2008 | 20.0% | 19.2%** | 23.4%* | 18.4%* |
| 2007 | 5.8% | 8.1%* | 3.0%* | 6.0%* |
| 10th Medical Group—USAF Academy CO | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 9.0%* | 4.1%* | 15.2%* | N/A |
| 31st Medical Group—Aviano | | | | |
| 2008 | 3.9%** ↓ | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 35th Medical Group—Misawa | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 0.0%** | N/A | N/A | N/A |
| 48th Medical Group—Lakenheath | | | | |
| 2008 | 30.5%** | N/A | N/A | 21.0%** |
| 2007 | 15.5%* | N/A | N/A | 17.9%** |
| 51st Medical Group—Osan AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 52nd Medical Group—Spangdahlem | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 59th Med Wing—Lackland | | | | |
| 2008 | 16.2% | 16.6% | 20.7% | 13.0%* |
| 2007 | 8.6% | 7.4% | 10.4% | 9.0% |
| 60th Medical Group—Travis | | | | |
| 2008 | 17.2% | 25.3% | 9.2%* | 12.1%* |
| 2007 | 8.7% | 12.7% | 4.2%* | 6.6%** |
| 74th Medical Group—Wright-Patterson | | | | |
| 2008 | 15.5% | 17.3% | 15.7%* | 12.5%* |
| 2007 | 9.0% | 10.6% | 13.5%* | 2.4%* |
| 81st Medical Group—Keesler | | | | |
| 2008 | 15.2% | 20.2%* | 10.6%** | 9.9%** |
| 2007 | 6.1% | 9.1%* | 10.3%** | 0.0%** |

(continued)

Interactions with Other Hospital Staff

On a scale of 0 to 10 where 0 is the worst tasting food and 10 is the best tasting food, how would you rate the food you received during this hospital stay? (continued)

| | Percent Most Positive Response | | | |
|--|--------------------------------|---------|----------|-----------|
| | Overall | Medical | Surgical | Obstetric |
| 89th Medical Group—Andrews | | | | |
| 2008 | 19.8%* | N/A | N/A | 0.0%** |
| 2007 | 20.1%* | 14.9%** | 18.3%** | 25.9%** |
| 96th Medical Group—Eglin | | | | |
| 2008 | 13.3% | 13.2%* | 18.8%* | 11.0%* |
| 2007 | 14.4% | 15.1%* | 20.1%* | 11.1%* |
| 99th Medical Group—O’Callaghan Hospital | | | | |
| 2008 | 15.7% | 18.6%* | 27.1%** | 7.6%* |
| 2007 | 13.3%* | 21.0%* | 16.1%** | 5.0%** |
| 366th Medical Group—Mountain Home | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 14.2%** | N/A | N/A | 13.1%** |
| 374th Medical Group—Yokota AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 6.5%** | N/A | N/A | N/A |
| 375th Medical Group—Scott | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the service (e.g., Air Force). Your MHS score is: higher ↑ or lower ↓ than the overall score for the service.

The Hospital Environment

How often was the temperature in your room comfortable?

| | Percent Most Positive Response | | | |
|-------------------------------------|--------------------------------|--------------|--------------|--------------|
| | Overall | Medical | Surgical | Obstetric |
| Overall—MHS 2008 | 51.4% | 52.8% | 59.1% | 43.0% |
| Overall—MHS 2007 | 49.2% | 52.3% | 55.4% | 40.5% |
| Air Force, Overall | 51.6% | 56.6% | 59.9% | 42.9% |
| 1st Medical Group—Langley | | | | |
| 2008 | 43.5%* | N/A | 61.3%** | 37.4%* |
| 2007 | 33.5%* | N/A | 56.8%** | 26.8%* |
| 3rd Medical Group—Elmendorf | | | | |
| 2008 | 50.1% | 60.5%** | 61.3%* | 40.1%* |
| 2007 | 45.6% | 36.0%* | 70.5%* | 34.7%* |
| 10th Medical Group—USAF Academy CO | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | 65.7%* | 71.7%* | 58.3%* | N/A |
| 31st Medical Group—Aviano | | | | |
| 2008 | 64.6%** | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 35th Medical Group—Misawa | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 49.6%** | N/A | N/A | N/A |
| 48th Medical Group—Lakenheath | | | | |
| 2008 | 26.5%* ↓ | N/A | N/A | 15.2%** |
| 2007 | 51.1%* | N/A | N/A | 47.2%** |
| 51st Medical Group—Osan AB | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 52nd Medical Group—Spangdahlem | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 59th Med Wing—Lackland | | | | |
| 2008 | 46.9% | 50.2% | 55.6% | 37.1%* |
| 2007 | 44.1% | 48.9% | 47.9% | 34.4% |
| 60th Medical Group—Travis | | | | |
| 2008 | 62.1% ↑ | 71.1% | 69.6%* | 40.6%* |
| 2007 | 52.3% | 61.8% | 49.7%* | 37.7%* |
| 74th Medical Group—Wright-Patterson | | | | |
| 2008 | 55.5% | 58.0% | 60.1%* | 47.0%* |
| 2007 | 52.8% | 57.3% | 53.2%* | 46.1%* |
| 81st Medical Group—Keesler | | | | |
| 2008 | 50.2% | 51.3%* | 52.5%** | 46.7%** |
| 2007 | 56.3% | 54.9%* | 67.1%** | 55.3%** |

(continued)

The Hospital Environment

How often was the temperature in your room comfortable? (continued)

| | Percent Most Positive Response | | | |
|--|--------------------------------|---------|----------|-----------|
| | Overall | Medical | Surgical | Obstetric |
| 89th Medical Group—Andrews | | | | |
| 2008 | 56.3%* | N/A | N/A | 38.9%** |
| 2007 | 47.1%* | 53.7%** | 60.7%** | 26.4%** |
| 96th Medical Group—Eglin | | | | |
| 2008 | 46.1% | 36.7%* | 46.0%* | 51.5%* |
| 2007 | 49.3% | 47.2%* | 63.0%* | 43.5%* |
| 99th Medical Group—O'Callaghan Hospital | | | | |
| 2008 | 54.8% | 56.4%* | 63.9%** | 49.4%* |
| 2007 | 51.2%* | 43.7%* | 66.7%** | 54.1%** |
| 366th Medical Group—Mountain Home | | | | |
| 2008 | 80.4%** ↑ | N/A | N/A | N/A |
| 2007 | 42.0%** | N/A | N/A | 40.7%** |
| 374th Medical Group—Yokota AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 23.3%** | N/A | N/A | N/A |
| 375th Medical Group—Scott | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |

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The Hospital Environment

How often did the equipment in your room work properly?

| | Percent Most Positive Response | | | |
|--|--------------------------------|--------------|--------------|--------------|
| | Overall | Medical | Surgical | Obstetric |
| Overall—MHS 2008 | 68.8% | 71.2% | 75.0% | 60.7% |
| Overall—MHS 2007 | 66.8% | 70.2% | 73.0% | 57.5% |
| Air Force, Overall | 68.0% | 73.3% | 70.9% | 61.9% |
| 1st Medical Group—Langley | | | | |
| 2008 | 50.3%* ↓ | N/A | 92.4%** | 39.9%* |
| 2007 | 47.4%* | N/A | 68.0%** | 42.4%* |
| 3rd Medical Group—Elmendorf | | | | |
| 2008 | 75.9% | 86.3%** | 93.0%* | 62.6%* |
| 2007 | 79.2% | 88.3%* | 74.5%* | 74.6%* |
| 10th Medical Group—USAF Academy CO | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 80.6%* | 75.6%* | 86.8%* | N/A |
| 31st Medical Group—Aviano | | | | |
| 2008 | 74.6%** | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 35th Medical Group—Misawa | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 64.3%** | N/A | N/A | N/A |
| 48th Medical Group—Lakenheath | | | | |
| 2008 | 48.4%** ↓ | N/A | N/A | 58.5%** |
| 2007 | 61.1%* | N/A | N/A | 57.9%** |
| 51st Medical Group—Osan AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 52nd Medical Group—Spangdahlem | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 59th Med Wing—Lackland | | | | |
| 2008 | 65.9% | 73.2% | 61.1% | 59.4%* |
| 2007 | 63.2% | 68.6% | 68.6% | 51.4% |
| 60th Medical Group—Travis | | | | |
| 2008 | 74.3% | 82.1% | 72.1%* | 64.2%* |
| 2007 | 80.4% | 79.3% | 86.9%* | 74.1%* |
| 74th Medical Group—Wright-Patterson | | | | |
| 2008 | 73.8% | 74.9% | 77.2%* | 68.8%* |
| 2007 | 75.1% | 74.0% | 80.8%* | 70.6%* |
| 81st Medical Group—Keesler | | | | |
| 2008 | 69.1% | 73.5%* | 52.4%** | 72.7%** |
| 2007 | 68.1% | 61.0%* | 89.6%** | 73.2%** |

(continued)

The Hospital Environment

How often did the equipment in your room work properly? (continued)

| | Percent Most Positive Response | | | |
|--|--------------------------------|---------|----------|-----------|
| | Overall | Medical | Surgical | Obstetric |
| 89th Medical Group—Andrews | | | | |
| 2008 | 85.9%* ↑ | N/A | N/A | 77.5%** |
| 2007 | 62.7%* | 66.8%** | 63.5%** | 58.2%** |
| 96th Medical Group—Eglin | | | | |
| 2008 | 62.6% | 50.3%* | 65.7%* | 67.9%* |
| 2007 | 68.9% | 71.3%* | 87.4%* | 57.8%* |
| 99th Medical Group—O'Callaghan Hospital | | | | |
| 2008 | 69.5% | 73.0%* | 77.8%** | 61.3%* |
| 2007 | 70.9%* | 77.6%* | 61.4%** | 67.1%** |
| 366th Medical Group—Mountain Home | | | | |
| 2008 | 76.5%** | N/A | N/A | N/A |
| 2007 | 79.0%** | N/A | N/A | 86.9%** |
| 374th Medical Group—Yokota AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 13.2%** | N/A | N/A | N/A |
| 375th Medical Group—Scott | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |

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The Hospital Environment

How often did doctors, nurses and other hospital staff make sure that you had privacy when they took care of you or talked to you?

| | Percent Most Positive Response | | | |
|-------------------------------------|--------------------------------|--------------|--------------|---------------|
| | Overall | Medical | Surgical | Obstetric |
| Overall—MHS 2008 | 67.1% | 68.5% | 69.5% | 55.9% |
| Overall—MHS 2007 | 64.8% | 66.8% | 67.1% | 51.9% |
| Air Force, Overall | 69.6% | 73.5% | 70.3% | 46.8%* |
| 1st Medical Group—Langley | | | | |
| 2008 | 50.5%** | N/A | N/A | 49.5%** |
| 2007 | 55.4%** | N/A | N/A | N/A |
| 3rd Medical Group—Elmendorf | | | | |
| 2008 | 81.8%* | N/A | 82.4%** | N/A |
| 2007 | 89.5%** | N/A | N/A | N/A |
| 10th Medical Group—USAF Academy CO | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 68.3%* | N/A | 76.0%** | N/A |
| 31st Medical Group—Aviano | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 35th Medical Group—Misawa | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 48th Medical Group—Lakenheath | | | | |
| 2008 | N/A ↓ | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 51st Medical Group—Osan AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 52nd Medical Group—Spangdahlem | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 59th Med Wing—Lackland | | | | |
| 2008 | 71.2% | 75.0% | 62.7%* | N/A |
| 2007 | 69.5% | 71.6% | 64.6% | N/A |
| 60th Medical Group—Travis | | | | |
| 2008 | 75.2%* | 72.3%* | 87.0%** | N/A |
| 2007 | 81.8%* | 76.5%* | 95.8%** | N/A |
| 74th Medical Group—Wright-Patterson | | | | |
| 2008 | 77.2% | 77.2%* | 77.2%* | N/A |
| 2007 | 75.6% | 72.6%* | 78.9%* | N/A |
| 81st Medical Group—Keesler | | | | |
| 2008 | N/A ↓ | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |

(continued)

The Hospital Environment

How often did doctors, nurses and other hospital staff make sure that you had privacy when they took care of you or talked to you? (continued)

| | Percent Most Positive Response | | | |
|---|--------------------------------|---------|----------|-----------|
| | Overall | Medical | Surgical | Obstetric |
| 89th Medical Group—Andrews | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 96th Medical Group—Eglin | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 99th Medical Group—O’Callaghan Hospital | | | | |
| 2008 | 69.1%* | 64.6%* | N/A | N/A |
| 2007 | 77.5%* | 79.7%** | N/A | N/A |
| 366th Medical Group—Mountain Home | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 374th Medical Group—Yokota AB | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 375th Medical Group—Scott | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |

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When you Left the Hospital

Before you left the hospital, did you receive information in writing about what activities you could and could not do?

| | Percent Most Positive Response | | | |
|-------------------------------------|--------------------------------|--------------|--------------|--------------|
| | Overall | Medical | Surgical | Obstetric |
| Overall—MHS 2008 | 79.2% | 83.2% | 63.8% | 90.7% |
| Overall—MHS 2007 | 88.8% | 82.3% | 92.2% | 91.1% |
| Air Force, Overall | 79.3% | 80.1% | 66.4% | 86.8% |
| 1st Medical Group—Langley | | | | |
| 2008 | 84.1%* | N/A | 62.0%** | 92.2%* |
| 2007 | 95.9%* | N/A | 100%** | 94.3%* |
| 3rd Medical Group—Elmendorf | | | | |
| 2008 | 86.7%* ↑ | N/A | 79.1%* | 91.0%* |
| 2007 | 85.4%* | 66.1%** | 90.1%* | 95.8%** |
| 10th Medical Group—USAF Academy CO | | | | |
| 2008 | N/A ↓ | N/A | N/A | N/A |
| 2007 | 90.2%* | 82.1%** | 98.1%* | N/A |
| 31st Medical Group—Aviano | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 35th Medical Group—Misawa | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 48th Medical Group—Lakenheath | | | | |
| 2008 | 89.9%** | N/A | N/A | N/A |
| 2007 | 88.2%* | N/A | N/A | 100%** |
| 51st Medical Group—Osan AB | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 52nd Medical Group—Spangdahlem | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 59th Med Wing—Lackland | | | | |
| 2008 | 73.9% | 78.8% | 64.5% | 76.7%* |
| 2007 | 85.3% | 84.1% | 91.4% | 81.9%* |
| 60th Medical Group—Travis | | | | |
| 2008 | 85.1% | 93.0%* | 64.9%* | 96.6%** |
| 2007 | 90.5% | 88.1%* | 93.4%* | 90.0%** |
| 74th Medical Group—Wright-Patterson | | | | |
| 2008 | 83.1% | 88.7%* | 68.2%* | 94.2%* |
| 2007 | 89.0% | 81.6%* | 92.8%* | 91.8%* |
| 81st Medical Group—Keesler | | | | |
| 2008 | 71.2%* | 87.2%* | 63.0%** | 59.8%** |
| 2007 | 92.0%* | 93.7%* | 85.8%** | 92.6%** |

(continued)

When you Left the Hospital

Before you left the hospital, did you receive information in writing about what activities you could and could not do? (continued)

| | Percent Most Positive Response | | | |
|--|--------------------------------|---------|----------|-----------|
| | Overall | Medical | Surgical | Obstetric |
| 89th Medical Group—Andrews | | | | |
| 2008 | 75.9%* | N/A | N/A | N/A |
| 2007 | 87.1%* | N/A | 83.6%** | N/A |
| 96th Medical Group—Eglin | | | | |
| 2008 | 80.7%* | 75.9%** | 66.7%* | 90.8%* |
| 2007 | 92.4% | 78.0%** | 100%* | 93.1%* |
| 99th Medical Group—O’Callaghan Hospital | | | | |
| 2008 | 71.4%* | 62.7%* | 52.6%** | 88.4%** |
| 2007 | 91.2%* | 85.4%** | N/A | 100%** |
| 366th Medical Group—Mountain Home | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 93.2%** | N/A | N/A | N/A |
| 374th Medical Group—Yokota AB | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 375th Medical Group—Scott | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the service (e.g., Air Force). Your MHS score is: higher ↑ or lower ↓ than the overall score for the service.

When you Left the Hospital

Before you left the hospital, did you receive information in writing about how to take this medicine at home?

| | Percent Most Positive Response | | | |
|-------------------------------------|--------------------------------|--------------|--------------|--------------|
| | Overall | Medical | Surgical | Obstetric |
| Overall—MHS 2008 | 67.7% | 96.2% | 97.6% | 36.5% |
| Overall—MHS 2007 | 66.7% | 95.5% | 97.7% | 34.9% |
| Air Force, Overall | 63.1% | 97.8% | 98.0% | 36.5% |
| 1st Medical Group—Langley | | | | |
| 2008 | 45.5%* ↓ | N/A | N/A | 40.2%* |
| 2007 | 43.3%* | N/A | N/A | 31.9%* |
| 3rd Medical Group—Elmendorf | | | | |
| 2008 | 61.6%* | N/A | 97.2%** | 37.5%* |
| 2007 | 54.4%* | 96.3%** | 100%** | 24.5%* |
| 10th Medical Group—USAF Academy CO | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | 96.8%* | 94.2%** | N/A | N/A |
| 31st Medical Group—Aviano | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 35th Medical Group—Misawa | | | | |
| 2008 | N/A ↓ | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 48th Medical Group—Lakenheath | | | | |
| 2008 | 36.2%** ↓ | N/A | N/A | 25.7%** |
| 2007 | 48.0%* | N/A | N/A | 42.1%** |
| 51st Medical Group—Osan AB | | | | |
| 2008 | N/A ↑ | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 52nd Medical Group—Spangdahlem | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 59th Med Wing—Lackland | | | | |
| 2008 | 72.6% ↑ | 98.4% | 95.5%* | 46.4%* |
| 2007 | 68.3% | 95.2% | 94.5%* | 37.4% |
| 60th Medical Group—Travis | | | | |
| 2008 | 65.4% | 98.6%* | 98.3%* | 22.0%* |
| 2007 | 69.3% | 97.7%* | 100%** | 16.1%** |
| 74th Medical Group—Wright-Patterson | | | | |
| 2008 | 76.4% ↑ | 98.7%* | 100%* | 46.5%* |
| 2007 | 68.5% | 98.4%* | 100%* | 30.5%* |
| 81st Medical Group—Keesler | | | | |
| 2008 | 68.7%* | 100%** | 100%** | 27.5%** |
| 2007 | 72.8%* | 100%* | N/A | 40.0%** |

(continued)

When you Left the Hospital

Before you left the hospital, did you receive information in writing about how to take this medicine at home? (continued)

| | Percent Most Positive Response | | | |
|--|--------------------------------|---------|----------|-----------|
| | Overall | Medical | Surgical | Obstetric |
| 89th Medical Group—Andrews | | | | |
| 2008 | 65.1%* | N/A | N/A | 28.3%** |
| 2007 | 62.7%* | N/A | N/A | 21.3%** |
| 96th Medical Group—Eglin | | | | |
| 2008 | 54.5% | 100%** | 100%** | 25.1%* |
| 2007 | 63.7% | 94.2%** | 100%* | 40.9%* |
| 99th Medical Group—O’Callaghan Hospital | | | | |
| 2008 | 56.8%* | 87.4%* | N/A | 31.4%* |
| 2007 | 66.5%* | 100%** | N/A | 43.5%** |
| 366th Medical Group—Mountain Home | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | 47.3%** | N/A | N/A | 39.3%** |
| 374th Medical Group—Yokota AB | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |
| 375th Medical Group—Scott | | | | |
| 2008 | N/A | N/A | N/A | N/A |
| 2007 | N/A | N/A | N/A | N/A |

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**Air Force Report:
Trust Questions**

Trust Question

Sometimes your health care provider cared more about what was convenient for him or her than about your medical needs. (% Strongly or Somewhat Disagree)

| | Percent Most Positive Response | | | |
|---|--------------------------------|--------------|--------------|--------------|
| | Overall | Medical | Surgical | Obstetric |
| Overall—MHS 2008 | 76.1% | 73.8% | 81.8% | 74.2% |
| Air Force, Overall | 78.6% | 77.0% | 86.2% | 76.2% |
| 1st Medical Group—Langley 2008 | 75.0%* | N/A | 100%** | 70.4%* |
| 3rd Medical Group—Elmendorf 2008 | 83.0% | 86.9%** | 87.6%* | 79.1%* |
| 10th Medical Group—USAF Academy CO 2008 | N/A ↑ | N/A | N/A | N/A |
| 31st Medical Group—Aviano 2008 | 89.3%** | N/A | N/A | N/A |
| 35th Medical Group—Misawa 2008 | N/A | N/A | N/A | N/A |
| 48th Medical Group—Lakenheath 2008 | 74.4%** | N/A | N/A | 66.8%** |
| 51st Medical Group—Osan AB 2008 | N/A | N/A | N/A | N/A |
| 52nd Medical Group—Spangdahlem 2008 | N/A | N/A | N/A | N/A |
| 59th Med Wing—Lackland 2008 | 74.6% | 74.6% | 83.3% | 69.0%* |
| 60th Medical Group—Travis 2008 | 84.6% | 78.6% | 93.4%* | 85.8%* |
| 74th Medical Group—Wright-Patterson 2008 | 81.3% | 79.6% | 88.9%* | 76.2%* |
| 81st Medical Group—Keesler 2008 | 85.3% | 90.5%* | 95.4%** | 68.4%** |
| 89th Medical Group—Andrews 2008 | 78.4%* | N/A | N/A | 79.8%** |
| 96th Medical Group—Eglin 2008 | 80.9% | 83.1%* | 80.8%* | 79.5%* |
| 99th Medical Group—O’Callaghan Hospital 2008 | 67.4% ↓ | 58.1%* | 62.9%** | 82.8%* |
| 366th Medical Group—Mountain Home 2008 | 89.6%** | N/A | N/A | N/A |
| 374th Medical Group—Yokota AB 2008 | N/A | N/A | N/A | N/A |
| 375th Medical Group—Scott 2008 | N/A | N/A | N/A | N/A |

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Trust Question

Your health care provider was always thoughtful and thorough. (% Strongly or Somewhat Agree)

| | Percent Most Positive Response | | | |
|---|--------------------------------|--------------|--------------|--------------|
| | Overall | Medical | Surgical | Obstetric |
| Overall—MHS 2008 | 86.2% | 84.5% | 91.1% | 84.1% |
| Air Force, Overall | 87.7% | 84.9% | 93.9% | 87.1% |
| 1st Medical Group—Langley 2008 | 86.1%* | N/A | 100%** | 83.0%* |
| 3rd Medical Group—Elmendorf 2008 | 93.7% ↑ | 82.5%** | 97.8%* | 95.4%* |
| 10th Medical Group—USAF Academy CO 2008 | N/A ↑ | N/A | N/A | N/A |
| 31st Medical Group—Aviano 2008 | N/A | N/A | N/A | N/A |
| 35th Medical Group—Misawa 2008 | N/A ↑ | N/A | N/A | N/A |
| 48th Medical Group—Lakenheath 2008 | 94.3%** | N/A | N/A | 94.7%** |
| 51st Medical Group—Osan AB 2008 | N/A ↑ | N/A | N/A | N/A |
| 52nd Medical Group—Spangdahlem 2008 | N/A | N/A | N/A | N/A |
| 59th Med Wing—Lackland 2008 | 87.3% | 87.6% | 94.7% | 82.2%* |
| 60th Medical Group—Travis 2008 | 90.3% | 87.7% | 89.7%* | 95.0%* |
| 74th Medical Group—Wright-Patterson 2008 | 85.1% | 84.0% | 87.1%* | 84.7%* |
| 81st Medical Group—Keesler 2008 | 92.7% | 92.3%* | 100%** | 88.6%** |
| 89th Medical Group—Andrews 2008 | 84.1%* | N/A | N/A | 84.8%** |
| 96th Medical Group—Eglin 2008 | 85.6% | 85.6%* | 89.2%* | 84.0%* |
| 99th Medical Group—O’Callaghan Hospital 2008 | 76.8% ↓ | 68.3%* | 97.0%** | 83.0%* |
| 366th Medical Group—Mountain Home 2008 | 93.9%** | N/A | N/A | N/A |
| 374th Medical Group—Yokota AB 2008 | N/A ↑ | N/A | N/A | N/A |
| 375th Medical Group—Scott 2008 | N/A | N/A | N/A | N/A |

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Trust Question

You completely trusted your health care providers decisions about which medical treatments were best for you (% Strongly or Somewhat Agree)

| | Percent Most Positive Response | | | |
|---|--------------------------------|--------------|--------------|--------------|
| | Overall | Medical | Surgical | Obstetric |
| Overall—MHS 2008 | 85.9% | 83.5% | 92.3% | 83.4% |
| Air Force, Overall | 88.2% | 87.1% | 93.1% | 86.7% |
| 1st Medical Group—Langley 2008 | 80.3%* | N/A | 100%** | 76.3%* |
| 3rd Medical Group—Elmendorf 2008 | 91.6% | 80.3%** | 97.8%* | 92.1%* |
| 10th Medical Group—USAF Academy CO 2008 | N/A ↑ | N/A | N/A | N/A |
| 31st Medical Group—Aviano 2008 | 100%** ↑ | N/A | N/A | N/A |
| 35th Medical Group—Misawa 2008 | N/A ↑ | N/A | N/A | N/A |
| 48th Medical Group—Lakenheath 2008 | 100%** ↑ | N/A | N/A | 100%** |
| 51st Medical Group—Osan AB 2008 | N/A ↑ | N/A | N/A | N/A |
| 52nd Medical Group—Spangdahlem 2008 | N/A | N/A | N/A | N/A |
| 59th Med Wing—Lackland 2008 | 88.1% | 90.8% | 90.2% | 83.3%* |
| 60th Medical Group—Travis 2008 | 88.7% | 88.4% | 89.6%* | 88.4%* |
| 74th Medical Group—Wright-Patterson 2008 | 88.7% | 90.3% | 90.6%* | 84.5%* |
| 81st Medical Group—Keesler 2008 | 92.9% | 89.1%* | 97.8%** | 96.6%** |
| 89th Medical Group—Andrews 2008 | 77.8%* | N/A | N/A | 82.1%** |
| 96th Medical Group—Eglin 2008 | 86.0% | 90.5%* | 90.4%* | 81.2%* |
| 99th Medical Group—O’Callaghan Hospital 2008 | 81.7% | 73.8%* | 96.7%** | 88.6%* |
| 366th Medical Group—Mountain Home 2008 | 89.6%** | N/A | N/A | N/A |
| 374th Medical Group—Yokota AB 2008 | N/A ↑ | N/A | N/A | N/A |
| 375th Medical Group—Scott 2008 | N/A | N/A | N/A | N/A |

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Trust Question

Your health care provider was completely honest in telling you about all of the different treatment options available for your condition. (% Strongly or Somewhat Agree)

| | Percent Most Positive Response | | | |
|---|--------------------------------|--------------|--------------|--------------|
| | Overall | Medical | Surgical | Obstetric |
| Overall—MHS 2008 | 85.6% | 82.1% | 91.6% | 84.8% |
| Air Force, Overall | 88.4% | 85.1% | 95.9% | 87.5% |
| 1st Medical Group—Langley 2008 | 86.1%* | N/A | 100%** | 82.9%* |
| 3rd Medical Group—Elmendorf 2008 | 91.0% | 79.8%** | 97.8%* | 91.1%* |
| 10th Medical Group—USAF Academy CO 2008 | N/A ↑ | N/A | N/A | N/A |
| 31st Medical Group—Aviano 2008 | 100%** ↑ | N/A | N/A | N/A |
| 35th Medical Group—Misawa 2008 | N/A | N/A | N/A | N/A |
| 48th Medical Group—Lakenheath 2008 | 93.2%* | N/A | N/A | 92.9%** |
| 51st Medical Group—Osan AB 2008 | N/A ↑ | N/A | N/A | N/A |
| 52nd Medical Group—Spangdahlem 2008 | N/A | N/A | N/A | N/A |
| 59th Med Wing—Lackland 2008 | 87.9% | 88.3% | 88.9% | 86.6%* |
| 60th Medical Group—Travis 2008 | 91.8% | 83.3% | 99.1%* | 98.2%* |
| 74th Medical Group—Wright-Patterson 2008 | 88.7% | 90.8% | 94.9%* | 79.1%* |
| 81st Medical Group—Keesler 2008 | 91.3% | 90.3%* | 100%** | 87.5%** |
| 89th Medical Group—Andrews 2008 | 88.5%* | N/A | N/A | 95.7%** |
| 96th Medical Group—Eglin 2008 | 89.7% | 90.5%* | 100%* | 84.6%* |
| 99th Medical Group—O’Callaghan Hospital 2008 | 76.9% ↓ | 65.1%* | 100%** | 86.8%* |
| 366th Medical Group—Mountain Home 2008 | 93.9%** | N/A | N/A | N/A |
| 374th Medical Group—Yokota AB 2008 | N/A | N/A | N/A | N/A |
| 375th Medical Group—Scott 2008 | N/A | N/A | N/A | N/A |

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Trust Question

All in all, you had complete trust in your health care provider. (% Strongly or Somewhat Agree)

| | Percent Most Positive Response | | | |
|---|--------------------------------|--------------|--------------|--------------|
| | Overall | Medical | Surgical | Obstetric |
| Overall—MHS 2008 | 86.8% | 84.4% | 93.3% | 84.3% |
| Air Force, Overall | 87.7% | 84.6% | 94.3% | 87.1% |
| 1st Medical Group—Langley 2008 | 82.2%* | N/A | 100%** | 78.2%* |
| 3rd Medical Group—Elmendorf 2008 | 91.9% | 82.5%** | 98.9%* | 91.3%* |
| 10th Medical Group—USAF Academy CO 2008 | N/A ↑ | N/A | N/A | N/A |
| 31st Medical Group—Aviano 2008 | 88.4%** | N/A | N/A | N/A |
| 35th Medical Group—Misawa 2008 | N/A ↑ | N/A | N/A | N/A |
| 48th Medical Group—Lakenheath 2008 | 91.9%* | N/A | N/A | 100%** |
| 51st Medical Group—Osan AB 2008 | N/A ↑ | N/A | N/A | N/A |
| 52nd Medical Group—Spangdahlem 2008 | N/A | N/A | N/A | N/A |
| 59th Med Wing—Lackland 2008 | 87.4% | 86.9% | 94.4% | 83.4%* |
| 60th Medical Group—Travis 2008 | 91.9% | 89.6% | 86.9%* | 100%* |
| 74th Medical Group—Wright-Patterson 2008 | 88.8% | 88.1% | 91.3%* | 87.4%* |
| 81st Medical Group—Keesler 2008 | 91.0% | 90.2%* | 100%** | 86.4%** |
| 89th Medical Group—Andrews 2008 | 78.1%* | N/A | N/A | 82.9%** |
| 96th Medical Group—Eglin 2008 | 85.3% | 84.2%* | 90.4%* | 83.8%* |
| 99th Medical Group—O’Callaghan Hospital 2008 | 79.0% | 71.4%* | 96.8%** | 84.1%* |
| 366th Medical Group—Mountain Home 2008 | 89.6%** | N/A | N/A | N/A |
| 374th Medical Group—Yokota AB 2008 | N/A ↑ | N/A | N/A | N/A |
| 375th Medical Group—Scott 2008 | N/A | N/A | N/A | N/A |

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Trust Question

Your health care provider did not refer you to a specialist when needed. (% Strongly or Somewhat Disagree)

| | Percent Most Positive Response | | | |
|---|--------------------------------|--------------|--------------|--------------|
| | Overall | Medical | Surgical | Obstetric |
| Overall—MHS 2008 | 57.9% | 61.0% | 64.4% | 48.8% |
| Air Force, Overall | 57.8% | 66.2% | 65.1% | 46.7% |
| 1st Medical Group—Langley 2008 | 50.2%* | N/A | 90.4%** | 45.5%* |
| 3rd Medical Group—Elmendorf 2008 | 40.6% ↓ | 54.3%** | 43.5%* | 34.4%* |
| 10th Medical Group—USAF Academy CO 2008 | N/A ↑ | N/A | N/A | N/A |
| 31st Medical Group—Aviano 2008 | 52.9%** | N/A | N/A | N/A |
| 35th Medical Group—Misawa 2008 | N/A | N/A | N/A | N/A |
| 48th Medical Group—Lakenheath 2008 | 51.9%** | N/A | N/A | 46.1%** |
| 51st Medical Group—Osan AB 2008 | N/A | N/A | N/A | N/A |
| 52nd Medical Group—Spangdahlem 2008 | N/A | N/A | N/A | N/A |
| 59th Med Wing—Lackland 2008 | 59.5% | 64.8% | 65.4% | 49.2%* |
| 60th Medical Group—Travis 2008 | 63.8% | 66.1% | 65.1%* | 59.1%* |
| 74th Medical Group—Wright-Patterson 2008 | 71.5% ↑ | 74.8% | 81.7%* | 56.1%* |
| 81st Medical Group—Keesler 2008 | 58.4% | 66.7%* | 74.8%** | 32.9%** |
| 89th Medical Group—Andrews 2008 | 65.9%* | N/A | N/A | N/A |
| 96th Medical Group—Eglin 2008 | 53.3% | 71.5%* | 51.8%* | 43.5%* |
| 99th Medical Group—O’Callaghan Hospital 2008 | 54.9% | 56.3%* | 79.6%** | 44.0%* |
| 366th Medical Group—Mountain Home 2008 | 57.0%** | N/A | N/A | N/A |
| 374th Medical Group—Yokota AB 2008 | N/A | N/A | N/A | N/A |
| 375th Medical Group—Scott 2008 | N/A | N/A | N/A | N/A |

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Trust Question

You trusted your health care provider to put your medical needs above all other considerations when treating your medical problems. (% Strongly or Somewhat Agree)

| | Percent Most Positive Response | | | |
|---|--------------------------------|--------------|--------------|--------------|
| | Overall | Medical | Surgical | Obstetric |
| Overall—MHS 2008 | 85.6% | 84.5% | 91.2% | 82.4% |
| Air Force, Overall | 86.7% | 86.0% | 93.6% | 83.8% |
| 1st Medical Group—Langley 2008 | 82.2%* | N/A | 100%** | 78.2%* |
| 3rd Medical Group—Elmendorf 2008 | 95.4% ↑ | 91.3%** | 98.8%* | 94.8%* |
| 10th Medical Group—USAF Academy CO 2008 | N/A ↑ | N/A | N/A | N/A |
| 31st Medical Group—Aviano 2008 | 96.5%** ↑ | N/A | N/A | N/A |
| 35th Medical Group—Misawa 2008 | N/A ↑ | N/A | N/A | N/A |
| 48th Medical Group—Lakenheath 2008 | 85.6%* | N/A | N/A | 89.3%** |
| 51st Medical Group—Osan AB 2008 | N/A ↑ | N/A | N/A | N/A |
| 52nd Medical Group—Spangdahlem 2008 | N/A | N/A | N/A | N/A |
| 59th Med Wing—Lackland 2008 | 85.0% | 88.4% | 89.6% | 77.6%* |
| 60th Medical Group—Travis 2008 | 90.6% | 88.3% | 87.7%* | 96.3%* |
| 74th Medical Group—Wright-Patterson 2008 | 87.4% | 86.7% | 97.3%* | 78.4%* |
| 81st Medical Group—Keesler 2008 | 82.6% | 90.4%* | 97.6%** | 59.7%** |
| 89th Medical Group—Andrews 2008 | 81.6%* | N/A | N/A | 84.8%** |
| 96th Medical Group—Eglin 2008 | 88.0% | 94.6%* | 90.4%* | 82.9%* |
| 99th Medical Group—O’Callaghan Hospital 2008 | 79.5% | 71.2%* | 96.7%** | 86.2%* |
| 366th Medical Group—Mountain Home 2008 | N/A | N/A | N/A | N/A |
| 374th Medical Group—Yokota AB 2008 | N/A | N/A | N/A | N/A |
| 375th Medical Group—Scott 2008 | N/A | N/A | N/A | N/A |

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Trust Question

You think your health care provider was strongly influenced by health plan rules when making decisions about your medical care. (% Strongly or Somewhat Disagree)

| | Percent Most Positive Response | | | |
|---|--------------------------------|--------------|--------------|--------------|
| | Overall | Medical | Surgical | Obstetric |
| Overall—MHS 2008 | 34.3% | 34.3% | 41.6% | 28.2% |
| Air Force, Overall | 33.6% | 35.9% | 40.5% | 28.0% |
| 1st Medical Group—Langley 2008 | 28.0%* | N/A | 23.1%** | 26.8%* |
| 3rd Medical Group—Elmendorf 2008 | 34.6% | 52.1%** | 36.1%* | 27.5%* |
| 10th Medical Group—USAF Academy CO 2008 | N/A ↑ | N/A | N/A | N/A |
| 31st Medical Group—Aviano 2008 | 20.3%** | N/A | N/A | N/A |
| 35th Medical Group—Misawa 2008 | N/A | N/A | N/A | N/A |
| 48th Medical Group—Lakenheath 2008 | 27.7%* | N/A | N/A | 16.8%** |
| 51st Medical Group—Osan AB 2008 | N/A | N/A | N/A | N/A |
| 52nd Medical Group—Spangdahlem 2008 | N/A | N/A | N/A | N/A |
| 59th Med Wing—Lackland 2008 | 34.1% | 36.1% | 41.4% | 27.0%* |
| 60th Medical Group—Travis 2008 | 32.0% | 29.8% | 38.8%* | 29.3%* |
| 74th Medical Group—Wright-Patterson 2008 | 49.9% ↑ | 48.5% | 56.4%* | 45.6%* |
| 81st Medical Group—Keesler 2008 | 36.2% | 34.0%* | 61.3%** | 24.0%** |
| 89th Medical Group—Andrews 2008 | 23.5%* | N/A | N/A | 16.3%** |
| 96th Medical Group—Eglin 2008 | 27.1% | 29.1%* | 31.3%* | 23.9%* |
| 99th Medical Group—O’Callaghan Hospital 2008 | 28.9% | 23.3%* | 29.9%** | 36.7%* |
| 366th Medical Group—Mountain Home 2008 | 33.7%** | N/A | N/A | N/A |
| 374th Medical Group—Yokota AB 2008 | N/A | N/A | N/A | N/A |
| 375th Medical Group—Scott 2008 | N/A | N/A | N/A | N/A |

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the service (e.g., Air Force). Your MHS score is: higher ↑ or lower ↓ than the overall score for the service.

**Appendix A:
Survey Methodology and Data Collection Results**

Survey Methodology and Results for the 2008 TRISS Mail Survey

TRISS Mail Survey Sample

The survey population for the 2008 TRICARE Inpatient Satisfaction Survey (TRISS) consisted of TRICARE beneficiaries who received inpatient hospital care from July 1, 2008, through September 30, 2008, for medical, surgical, or obstetrics care for selected diagnostic-related group (DRG) codes (see Appendix B). Altarum Institute, under contract to the Department of Defense TRICARE Management Activity (DoD-TMA), constructed and provided the sample frame to RTI project staff. Altarum used a number of selection criteria to exclude certain categories of inpatients from the sample frame. Those excluded from the survey included those who

- were under 18 years of age,
- did not have a normal discharge,
- had a psychiatric or substance abuse diagnosis, and
- had a diagnosis of abortion, false labor, antepartum, or stillbirth.

The sampling frame that Altarum Institute provided to RTI project staff contained sampling and contact information for TRICARE beneficiaries who received a Standard Inpatient Data Record data file for direct care (DC) and a Health Care Service Record [Institutional] file for purchased care (PC) for July through September 2008. Included in the mail survey were TRICARE beneficiaries who received care from direct and network civilian facilities located both within the continental United States (CONUS) and outside the continental United States (OCONUS).

DoD-TMA conducts a telephone survey quarterly in addition to the mail survey. To conduct both a mail and telephone survey of July–September inpatients, project statisticians constructed the sample frame so that the sample for the telephone survey was selected first. The remaining DC and PC inpatients received the mail survey.

There were 41,254 beneficiaries included in the Mail Survey sample, of whom 27,167 (65.9%) were DC beneficiaries and 14,087 (34.1%) were PC beneficiaries. The distribution of cases in the sample by a number of subpopulations of interest, including military service/branch, age, discharge month, etc., for the DC and PC samples is shown in **Tables A1** and **A2**.

TRICARE Inpatient Satisfaction Survey, Mail Survey of July-September 2008 Inpatients—Air Force

Table A1. Sample Distribution for July–September 2008 Direct Care Mail Survey

| | July | August | Sept | Total |
|-------------------------|-------|--------|-------|--------|
| Age Group | | | | |
| 18–44 | 5,934 | 6,359 | 6,653 | 18,946 |
| 45–64 | 1,582 | 1,571 | 1,792 | 4,945 |
| 65+ | 916 | 924 | 1,436 | 3,276 |
| Total | 8,432 | 8,854 | 9,881 | 27,167 |
| Product Type | | | | |
| Medical | 3,033 | 3,148 | 3,690 | 9,871 |
| Surgical | 2,094 | 2,194 | 2,334 | 6,622 |
| Childbirth | 3,305 | 3,512 | 3,857 | 10,674 |
| Total | 8,432 | 8,854 | 9,881 | 27,167 |
| Military Service | | | | |
| Army | 4,401 | 4,715 | 5,134 | 14,250 |
| Navy | 2,615 | 2,673 | 3,027 | 8,315 |
| Air Force | 1,416 | 1,466 | 1,720 | 4,602 |
| Total | 8,432 | 8,854 | 9,881 | 27,167 |
| TRICARE Region | | | | |
| North | 2,570 | 2,655 | 3,011 | 8,236 |
| South | 2,197 | 2,280 | 2,473 | 6,950 |
| West | 2,722 | 2,890 | 3,327 | 8,939 |
| OCONUS | 943 | 1,029 | 1,070 | 3,042 |
| Total | 8,432 | 8,854 | 9,881 | 27,167 |

Table A2. Sample Distribution for July–September 2008 Purchased Care Mail Survey

| | July | August | Sept | Total |
|-----------------------|-------|--------|-------|--------|
| Age Group | | | | |
| 18–44 | 1,609 | 1,632 | 1,481 | 4,722 |
| 45–64 | 1,216 | 1,137 | 849 | 3,202 |
| 65+ | 2,201 | 2,165 | 1,797 | 6,363 |
| Total | 5,026 | 4,934 | 4,127 | 14,087 |
| Product Type | | | | |
| Medical | 2,398 | 2,279 | 1,892 | 6,569 |
| Surgical | 1,758 | 1,749 | 1,324 | 4,831 |
| Childbirth | 870 | 906 | 911 | 2,687 |
| Total | 5,026 | 4,934 | 4,127 | 14,087 |
| TRICARE Region | | | | |
| North | 1,803 | 1,775 | 1,438 | 5,016 |
| South | 1,572 | 1,550 | 1,305 | 4,427 |
| West | 1,574 | 1,537 | 1,311 | 4,422 |
| OCONUS | 77 | 72 | 73 | 222 |
| Total | 5,026 | 4,934 | 4,127 | 14,087 |

Mail Survey Data Collection

Data collection for the 2008 TRISS Mail Survey consisted of mailing a questionnaire package that included a cover letter, a survey questionnaire based on the inpatient’s product type (medical, surgical, or obstetrics) and a return envelope. The cover letter explained the purpose and objectives of the survey and provided informed consent information. Sample members were given the option of responding by mail or completing an online web survey. The personalized cover letter included a unique username and password for each sample member and instructions for accessing the web survey if the sample member chose to respond that way. A second questionnaire package was mailed to all sample members who did not respond within approximately 4 weeks of the first questionnaire mailing. The schedule of mailings for the DC and PC samples is shown in **Table A3**.

Table A3. Schedule of Mailings for the 2008 TRISS Mail Survey

| Discharge Month | First Questionnaire | Second Questionnaire |
|------------------------------|---------------------|----------------------|
| Direct Care Sample | | |
| July 2008 | November 3, 2008 | November 24, 2008 |
| August 2008 | December 1, 2008 | December 29, 2008 |
| September 2008 | January 5, 2009 | January 23, 2009 |
| Purchased Care Sample | | |
| July–September 2008 | January 5, 2009 | January 23, 2009 |

Data Collection Results

Data collection resulted in obtaining a response rate of 29.9% with the DC sample, 48.5% with the PC sample, and an overall response rate of 36.2%. The response rates were calculated using the American Association for Policy Opinion Research response rate Rule Number 1, which is defined as follows:

$$\frac{\text{Number of Completed Interviews}}{\text{Total Number Selected} - \text{Ineligible}}$$

Ineligible sample members are those who were deceased and those who reported that they did not receive inpatient care from the sample facility.

Response rates varied by demographic characteristics, product type, military service (for DC), TRICARE region (for PC) and by discharge month as shown in **Tables A4** (for DC), **A5** (for PC) and **A6** (combined). The following is a summary of the response rates obtained:

- **Response Rates, by Age.** The response rate was lowest for both DC and PC respondents between the ages of 18 and 34 and highest for those 65 years old or older.

- **Response Rates, by Gender.** For direct care, the response rate was about the same for both males and females. However, for purchased care, the response rate for male sample members (57.0%) was significantly higher than for females (43.6%).
- **Response Rates, by Product Type.** For direct care, the response rate was identical for sample members who received medical services and surgical care (34.6% and 34.2 respectively) and lowest for obstetrics patients (22.9%). For purchased care, the response rate was highest for sample members who received surgical care (58.4%), followed by those who received medical (51.9%) and obstetrics (22.8%) services.
- **Response Rates, by Military Service.** For direct care, the response rate was highest for Air Force (36.4%), followed by the Navy (29.5%) and Army (28.1%).
- **Response Rates, by TRICARE Region.** For purchased care, the response rate was highest from sample members in the West Region (51.1%) followed closely by the South Region (49.5%). The response rate for OCONUS was the lowest at 38.0%.
- **Response Rates, by Beneficiary Category.** For both direct care and purchased care, the response rate was highest among retired military personnel at 56.5% and 63.8%, respectively.
- **Response Rates, by Discharge Month.** For both direct care and purchased care, the response rate for sample members discharged in July was highest at 33.1% for direct care and 49.2% for purchased care. Similarly, the lowest response rates by discharge month was August for both direct care (26.7%) and purchased care (47.7%).

TRICARE Inpatient Satisfaction Survey, Mail Survey of July-September 2008 Inpatients—Air Force

Table A4. Response Rates for the Direct Care Sample

| Category | Number Eligible | Number Responded | Response Rate (%) |
|------------------------------|-----------------|------------------|-------------------|
| Total | 27,099 | 8,104 | 29.91 |
| Age Group | | | |
| 18–34 | 15,239 | 2,692 | 17.67* |
| 35–44 | 3,705 | 959 | 25.88* |
| 45–64 | 4,938 | 2,330 | 47.19* |
| 65+ | 3,217 | 2,123 | 65.99* |
| Gender | | | |
| Male | 9,309 | 2,857 | 30.69 |
| Female | 17,790 | 5,247 | 29.49 |
| Tricare Region | | | |
| North | 8,221 | 2,625 | 31.93* |
| South | 6,926 | 2,182 | 31.50* |
| West | 8,913 | 2,712 | 30.43 |
| OCONUS | 3,039 | 585 | 19.25* |
| Product Line | | | |
| Medical | 9,815 | 3,400 | 34.64* |
| Surgical | 6,610 | 2,265 | 34.27* |
| Obstetrics | 10,674 | 2,439 | 22.85* |
| Military Service Type | | | |
| Army | 14,216 | 3,993 | 28.09* |
| Navy | 8,301 | 2,445 | 29.45 |
| Air Force | 4,582 | 1,666 | 36.36* |
| Beneficiary Category | | | |
| Active Duty | 8,531 | 1,098 | 12.87* |
| Retired | 3,972 | 2,243 | 56.47* |
| Dependent of Active Duty | 10,098 | 2,534 | 25.09* |
| Dependent of Retired | 3,357 | 1,744 | 51.95* |
| Dependent of Survivor | 747 | 401 | 53.68* |
| Others | 394 | 84 | 21.32* |
| Month | | | |
| July | 8,409 | 2,784 | 33.11* |
| August | 8,843 | 2,270 | 25.67* |
| September | 9,847 | 3,050 | 30.97* |

*The response rate for this subgroup is statistically different from the overall response rate.

Table A5. Response Rates for the Purchased Care Sample

| Category | Number Eligible Sampled | Number Responded | Response Rate |
|-----------------------------|-------------------------|------------------|---------------|
| Total | 13,980 | 6,785 | 48.53 |
| Age Group | | | |
| 18–34 | 3,492 | 667 | 19.10* |
| 35–44 | 1,228 | 324 | 26.38* |
| 45–64 | 3,192 | 1,645 | 51.54* |
| 65+ | 6,068 | 4,149 | 68.38* |
| Gender | | | |
| Male | 5,119 | 2,918 | 57.00* |
| Female | 8,861 | 3,867 | 43.64* |
| Tricare Region | | | |
| North | 4,977 | 2,365 | 47.52 |
| South | 4,399 | 2,174 | 49.42 |
| West | 4,382 | 2,163 | 49.36 |
| OCONUS | 222 | 83 | 37.39* |
| Product Type | | | |
| Medical | 6,479 | 3,363 | 51.91* |
| Surgical | 4,814 | 2,809 | 58.35* |
| Obstetrics | 2,687 | 613 | 22.81* |
| Beneficiary Category | | | |
| Active Duty | 890 | 127 | 14.27* |
| Retired | 4,497 | 2,867 | 63.75* |
| Dependent of Active Duty | 3,207 | 739 | 23.04* |
| Dependent of Retired | 3,643 | 2,118 | 58.14* |
| Dependent of Survivor | 1,598 | 908 | 56.82* |
| Others | 145 | 26 | 17.93* |
| Discharge Month | | | |
| July | 4,994 | 2,457 | 49.20 |
| August | 4,891 | 2,333 | 47.70 |
| September | 4,095 | 1,995 | 48.72 |

* The response rate for this subgroup is statistically different from the overall response rate.

Table A6. Overall Response Rates (Combined direct care and purchased care)

| Category | Number Eligible | Number Responded | Response Rate (%) |
|------------------------------|-----------------|------------------|-------------------|
| Total | 41,079 | 14,889 | 36.24 |
| Age Group | | | |
| 18–34 | 18,731 | 3,359 | 17.93* |
| 35–44 | 4,933 | 1,283 | 26.01* |
| 45–64 | 8,130 | 3,975 | 48.89* |
| 65+ | 9,285 | 6,272 | 67.55* |
| Gender | | | |
| Male | 14,428 | 5,775 | 40.03* |
| Female | 26,651 | 9,114 | 34.20* |
| Tricare Region | | | |
| North | 13,198 | 4,990 | 37.81* |
| South | 11,325 | 4,356 | 38.46* |
| West | 13,295 | 4,875 | 36.67 |
| OCONUS | 3,261 | 668 | 20.48* |
| Product Line | | | |
| Medical | 16,294 | 6,763 | 41.51* |
| Surgical | 11,424 | 5,074 | 44.42* |
| Obstetrics | 13,361 | 3,052 | 22.84* |
| Military Service Type | | | |
| Army | 14,216 | 3,993 | 28.09* |
| Navy | 8,301 | 2,445 | 29.45 |
| Air Force | 4,582 | 1,666 | 36.36* |
| Beneficiary Category | | | |
| Active Duty | 9,421 | 1,225 | 13.00* |
| Retired | 8,469 | 5,110 | 60.34* |
| Dependent of Active Duty | 13,305 | 3,273 | 24.60* |
| Dependent of Retired | 7,000 | 3,862 | 55.17* |
| Dependent of Survivor | 2,345 | 1,309 | 55.82* |
| Others | 539 | 110 | 20.41* |
| Month | | | |
| July | 13,403 | 5,241 | 39.10* |
| August | 13,734 | 4,603 | 33.52* |
| September | 13,942 | 5,045 | 36.19 |

* The response rate for this subgroup is statistically different from the overall response rate.

**Appendix B:
DRG Codes Used to Construct the Sample Frame on the 2008
TRICARE Inpatient Satisfaction Survey**

Table B1. DRG Codes Used to Construct the Sample Frame on the 2008 TRICARE Inpatient Satisfaction Survey¹

| Service Line/ Product Type | DRG |
|-------------------------------|---|
| Maternity Care | 370–375 (<i>Please note: While the Federal Register Notice classifies these codes as Medical or Surgical, for HCAHPS they are to be coded as Maternity Care.</i>) |
| Medical | 9–25, 27–29, 31, 32, 34, 35, 43–47, 64–69, 71–73, 78–80, 82–90, 92–97, 99–102, 121, 122, 124–136, 138–145, 172–183, 185, 187–189, 202–208, 235–251, 253, 254, 256, 271–278, 280, 281, 283, 284, 294–297, 299–301, 316–321, 323–326, 328, 329, 331, 332, 346–352, 366–369, 376, 378–380, 382–384, 395, 397–399, 403, 404, 409–414, 416, 418–421, 423, 434–438, 444, 447, 449, 450, 452–457, 460, 463–467, 473, 478, 487, 489, 490, 492, 505, 508–511, 524, 559–566 |
| Surgical | 1, 2, 4–8, 36–40, 42, 49–53, 55–57, 59, 61, 63, 75–77, 103–120, 146–155, 157–162, 164–171, 191–201, 209–211, 213–219, 221–234, 257–270, 285–293, 302–313, 315, 334–339, 341, 342, 344, 345, 353–365, 377, 381, 392, 394, 400–402, 406–408, 415, 439–443, 458, 459, 461, 468, 471, 472, 474, 476–486, 488, 491, 493–504, 506, 507, 512–520, 525–558, 567–570, 573, 577–579 |
| Ineligible | 3, 26, 30, 33, 41, 48, 54, 58, 60, 62, 70, 74, 81, 91, 98, 123, 137, 156, 163, 184, 186, 190, 212, 220, 252, 255, 279, 282, 298, 314, 322, 327, 330, 333, 340, 343, 385–391, 393, 396, 405, 417, 422, 424–433, 446, 448, 451, 462, 469, 470, 521–523 |

Note: DRGs in the ineligible category include patients with pediatric, psychiatric, rehabilitation, or deceased DRGs, and DRGS with no assigned type.

¹ From the CAHPS Hospital Survey Quality Assurance Guidelines, Version 2.0, January 2007, Centers for Medicare and Medicaid Services.